

Illinois

In early 2000, the Illinois Senate voted to extend the E911 compliancy date for the second time in two years. The House did not bring the extension to a vote before going on recess on April 15, 2000 and the next session was to occur in November 2000, five months after the compliancy deadline. Thus, June 30, 2000 became the compliancy date, according to the Law. (83 Illinois Administrative Code Part 726)

However, on April 11, 2000, the Joint Committee on Administrative Rules ("JCAR", a bicameral legislative department of the Illinois General Assembly composed of twelve legislators) voted an Objection and prohibited the filing of the ICC rulemaking of the E911 Law. Their objection is based on the contention that the ICC exceeded their rulemaking by including schools, not-for-profit organizations, and government units. JCAR also contends that the ICC rules created an "undue economic and regulatory burden on business." The ICC met, discussed, and compromised with JCAR on June 13, 2000.

Schools (including Universities), not for profit organizations, and government units were found exempt, thus did not need to comply with E911 requirements by June 30, 2000. The ICC and JCAR discussed the recent compromise, including new compliancy timeframes and proposed this to the legislature. Both the House and the Senate needed to sign off on the exemption and this did not happen. Thus, December 10, 2000, became the compliancy date for Schools (including Universities), not for profit organizations, and government units. (83 Illinois Administrative Code Part 727)

Governing Statute

(50 ILCS 750/15.5)

Sec. 15.5. Private residential switch service 9-1-1 service.

- (a) After June 30, 1995, an entity that provides or operates private residential switch service and provides telecommunications facilities or services to residents shall provide to those residential end users the same level of 9-1-1 service as the public agency and the telecommunications carrier are providing to other residential end users of the local 9-1-1 system. This service shall include, but not be limited to, the capability to identify the telephone number, extension number, and the physical location that is the source of the call to the number designated as the emergency telephone number.
- (b) The private residential switch operator is responsible for forwarding end user automatic location identification record information to the 9-1-1 system provider according to the format, frequency, and procedures established by that system provider.
- (c) ©This Act does not apply to any PBX telephone extension that uses radio transmissions to convey electrical signals directly between the telephone extension and the serving PBX.
- (d) An entity that violates this Section is guilty of a business offense and shall be fined not less than \$1,000 and no more than \$5,000.
- (e) Nothing in this Section shall be construed to preclude the Attorney General on behalf of the Commission or on his or her own initiative, or any other interested person, from seeking judicial relief, by mandamus, injunction, or otherwise, to compel compliance with this Section. (Source: P.A. 88-604, eff. 9-1-94; 89-222, eff. 1-1-96; 89-497, eff. 6-27-96.)

(50 ILCS 750/15.6) (Text of Section from P.A. 90-819)

Sec. 15.6. Private business switch service 9-1-1 service.

- (a) After June 30, 1996, an entity that installs or operates a new private business switch service or replaces an existing private business switch service and provides telecommunications facilities or services to businesses shall provide to those business end users the same level of 9-1-1 service as the public agency and the telecommunications carrier are providing to other business end users of the local 9-1-1 system. This service shall include, but not be limited to, the capability to identify the telephone number, extension number, and the physical location that is the source of the call to the number designated as the emergency telephone number. After June 30, 2000, all entities providing or operating a private business switch service shall be in compliance with this Section.
- (b) The private business switch operator is responsible for forwarding end user automatic location identification record information to the 9-1-1 system provider according to the format, frequency, and procedures established by that system provider.
- (c) ©This Act does not apply to any PBX telephone extension that uses radio transmissions to convey electrical signals directly between the telephone extension and the serving PBX.
- (d) An entity that violates this Section is guilty of a business offense and shall be fined not less than \$1,000 and no more than \$5,000.
- (e) Nothing in this Section shall be construed to preclude the Attorney General on behalf of the Commission or on his or her own initiative, or any other interested person, from seeking judicial relief, by mandamus, injunction, or otherwise, to compel compliance with this Section. (Source: P.A. 88-604, eff. 9-1-94; 89-222, eff. 1-1-96; 89-497, eff. 6-27-96; 90-819, eff. 3-23-99.) (Text of Section from P.A. 91-518)

Sec. 15.6. Enhanced 9-1-1 service; business service.

- (a) After June 30, 2000, or within 18 months after enhanced 9-1-1 service becomes available, any entity that install or operates a private business switch service and provides telecommunications facilities or services to businesses shall assure that the system is connected to the public switched network in a manner that calls to 9-1-1 result in automatic number and location identification. For buildings having their own street address and containing workspace of 40,000 square feet or less, location identification shall include the building's street address. For buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address and one distinct location identification per 40,000 square feet of workspace. Separate buildings containing workspace of 40,000 square feet or less having common public street address shall have a distinct location identification for each building in addition to the street address.
- (b) Exemptions. Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements of subsection (a) if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies. Those means shall include, but not be limited to, a telephone system that provides the physical location of 9-1-1 calls coming from within the building. Health care facilities are presumed to meet the requirements of this paragraph if the facilities are staffed with medical or nursing personnel 24 hours per day and if an alternative means of providing information about the source of an emergency call exists. Buildings under this exemption must provide 9-1-1 service that provides the building's street address. Buildings containing workspace of more than 40,000 square feet are exempt from subsection (a) if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies, including a telephone system that provides the location of a 9-1-1 call coming from within the building, and the building is serviced by its own medical, fire and security personnel. Buildings under this exemption are subject to emergency phone system certification by the Illinois Commerce Commission. Buildings in communities not serviced by enhanced 9-1-1 service are exempt from subsection (a).
- (c) ©This Act does not apply to any PBX telephone extension that uses radio transmissions to convey electrical signals directly between the telephone extension and the serving PBX.
- (d) An entity that violates this Section is guilty of a business offense and shall be fined not less than \$1,000 and not more than \$5,000.
- (e) Nothing in this Section shall be construed to preclude the Attorney General on behalf of the Commission or on his or her own initiative, or any other interested person, from seeking judicial relief, by mandamus, injunction, or otherwise, to compel compliance with this Section.
- (f) The Commission shall promulgate rules for the administration of this Section no later than January 1, 2000. (Source: P.A. 88-604, eff. 9-1-94; 89-222, eff. 1-1-96; 89-497, eff. 6-27-96; 91-518, eff. 8-13-99.)

**STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION**

Illinois Commerce Commission

On Its Own Motion

Adoption of 83 Ill. Adm. Code 726 to implement P.A. 91-0518

ORDER

By the Commission:

On August 13, 1999, Governor Ryan signed into law P.A. 91-0518, amending Section 15.6 of the Emergency Telephone System Act [50 ILCS 750/15.6]. The revision to Section 15.6 of the Act requires the Illinois Commerce Commission ("Commission") to promulgate rules by January 1, 2000 for the administration of the Section.

The Section 15.6(a) states:

After June 30, 2000, or within 18 months after enhanced 9-1-1 service becomes available, any entity that installs or operates a private business switch service and provides telecommunications facilities or services to businesses shall assure that the system is connected to the public switched network in a manner that calls to 9-1-1 result in automatic number and location identification. For buildings having their own street address and containing workspace of 40,000 square feet or less, location identification shall include the building's street address. For buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address and one distinct location identification per 40,000 square feet of workspace. Separate buildings containing workspace of 40,000 square feet or less having a common public street address shall have a distinct location identification for each building in addition to the street address.

Section 15.6(b) provides exemptions from the requirements of subsection (a).

A response by the Commission to the requirements of this Section of the Act has been proposed by Commission Staff in a Staff Report dated December 10, 1999. In the Staff Report, the Staff recommends that the Commission enter an Order initiating a rulemaking and adopting emergency rules (83 Ill. Adm. Code 726) to implement the statute. The Staff Report details the efforts of Staff and those entities that participated in the workshops in constructing an agreed-upon set of rules. Participants in the workshops included 9-1-1 system representatives, local exchange carriers, representatives of the business community, and equipment vendors. The Staff Report provides support for the rules by supplying the rationale for each Section of the rules. The Commission considers that the rationale is persuasive and forms a basis for the adoption of these rules on an emergency basis.

It is necessary to proceed with this rulemaking on an emergency basis because the Commission must have rules in place by January 1, 2000. With the workshop portion of the rulemaking process ending on November 15, 1999, there is insufficient time to utilize the regular rulemaking process.

The Commission, being fully advised in the premises, is of the opinion and finds that:

- (1) the Commission has jurisdiction over the subject matter herein;
- (2) the Commission should take administrative notice of P.A. 91-0518;
- (3) the recitals of fact set forth in the prefatory portion of this order are supported by the record and are hereby adopted as findings of fact;
- (4) the Staff Report dated December 10, 1999 should be made a part of the record of this proceeding;
- (5) the rules at 83 Ill. Adm. Code 726, as reflected in the Appendix to this Order, should be adopted on an emergency basis pursuant to Section 5-45 of the Illinois Administrative Procedure Act ("IAPA") with an effective date of December 23, 1999 and a Notice of Emergency Rules should be submitted to the Secretary of State pursuant to Section 5-45 of the IAPA;
- (6) the Notice of Proposed Rules for 83 Ill. Adm. Code 726 should be submitted to the Secretary of State pursuant to Section 5-40 of the IAPA;
- (7) this proceeding should be a rulemaking and should be conducted as such.

IT IS THEREFORE ORDERED by the Illinois Commerce Commission that the rules at 83 Ill. Adm. Code 726, as reflected in the attached Appendix, are adopted on an emergency basis pursuant to Section 5-45 of the Illinois Administrative Procedure Act, to be effective December 23, 1999, and that the Notice of Emergency Rules be submitted to the Secretary of State.

IT IS FURTHER ORDERED that the Notice of Proposed Rules for 83 Ill. Adm. Code 726, as reflected in the attached Appendix, be submitted to the Secretary of State pursuant to Section 5-40 of the Illinois Administrative Procedure Act.

IT IS FURTHER ORDERED that the Commission takes administrative notice of P.A. 91-0518.

IT IS FURTHER ORDERED that the Staff Report dated December 10, 1999 is made a part of the record in this proceeding.

IT IS FURTHER ORDERED that this proceeding is a rulemaking and shall be conducted as such.

IT IS FURTHER ORDERED that this Order is not final; it is not subject to the Administrative Review Law. By order of the Commission this 15th day of December, 1999.
(SIGNED)
Richard L. Mathias
Chairman

Illinois Rules & Regulations
SUBPART A: GENERAL PROVISIONS
Section 727.100 Application of Part

EMERGENCY

This Part shall apply to any private business switch operator that is also a non-business entity in the State of Illinois except to the extent of any exemptions conferred by Section 15.6 (a) and (b) of the Emergency Telephone System Act [50 ILCS 750/15.6 (a) and (b)]. Also see Section 727.200 (b) of this Part.

Section 727.105 Definitions

EMERGENCY

“Automatic Location Identification” or “ALI” - A feature or function that transmits the 9-1-1 caller’s address and, where required, the Distinct Location identification to the public safety answering point (PSAP) in an Enhanced 9-1-1 system.

“Automatic Number Identification” or “ANI” - Automatic display of the 9-1-1 calling party’s telephone number on the PSAP monitor.

“Call referral” - A 9-1-1 service in which the Private Emergency Answering Point (PEAP) operator provides the calling party with the telephone number of the appropriate public safety agency or other providers of emergency services.

“Call relay” - A 9-1-1 service whereby the PEAP operator takes the pertinent information from the caller and relays that information to the appropriate public safety agency or other emergency responders.

“Call transfer” - A 9-1-1 service in which the PSAP telecommunicator receiving a call will transfer the incoming call to the appropriate public safety agency or other emergency responders.

“Centrex-type service” - A telecommunications system that is central office based and has feature characteristics similar to a private branch exchange (PBX). The switching of calls, both intercom and local/long distance, is performed at the local exchange carriers facilities.

“Commission” - The Illinois Commerce Commission.

“Direct dispatch” - A 9-1-1 service that provides for the direct dispatch by a PEAP operator of the appropriate public safety agency or other emergency responders upon receipt of a telephone request for such services and the decision as to the proper action to be taken.

“Direct inward dialing” or “DID” - The ability for an outside caller to be connected to an internal telephone extension without intervention by an operator or attendant.

“Distinct Location Identification” or “DLI” - An additional location identification that provides specific identification of a building, complex or campus. A DLI could include a floor number, wing name/number and building name/number for every 40,000 square feet of workspace.

“Emergency call” - A telephone request for emergency services which requires immediate action to prevent loss of life, reduce bodily injury, and/or prevent or reduce loss of property.

“Emergency responders” - Other providers of emergency services in addition to public safety agencies and private companies. These responders typically provide security protection, fire protection and medical assistance within a particular non-business entity that handles its internal 9-1-1 calls.

“Enhanced 9-1-1” or “E9-1-1” - An emergency telephone system with specific electronically controlled features such as ALI, ANI, or selective routing, and that uses a Master Street Address Guide (MSAG) geographic file.

“Location identification” - The street address of the workspace.

“Master Street Address Guide” or “MSAG” - The computerized geo-graphical file consisting of all streets and address data within the 9-1-1 system area. This database is the key to the selective routing capability of 9-1-1 systems. The database matches an originating caller to a specific answering point based on the address data. The MSAG may require up-dating after the initial file is established.

“Non-business entity” means any entity not a business, as “business” is defined in 83 Ill. Adm. Code 726.105. “Non-business entity” as defined herein, shall include, but not necessarily be limited to, any municipality or unit of local government as defined in Article 7, Section 1 of the Illinois Constitution of 1970; any entity that is also a school operated by authority of the School Code [105 ILCS 5]; or any entity that is a not for profit organization that qualifies for tax exempt status under Section 501(c)(3) or 501(c)(4) of the Internal Revenue Code of 1986 (42 USC Sec. 501).

“Private business switch service” - A telecommunications service such as Centrex type service or telecommunications equipment such as a private branch exchange service (PBX) system. The term “private business switch service” does not include key telephone systems or equivalent telephone systems registered

with the Federal Communications Commission under 47 C.F.R. Part 68 when not used in conjunction with Centrex type and PBX systems. In instances where Centrex type service is used in conjunction with key telephone systems not emulating PBX functionality, the responsibility for passing ANI and ALI rests with the carrier providing the Centrex. Private business switch services are typically used by, but are not limited to, private businesses, corporations, not for profit organizations, schools, governmental units and industries where the tele-communications service is primarily for conducting business.

“Private Emergency Answering Point” or “PEAP” - A place within a non-business entity where the operators answer and dispatch 9-1-1 calls from within its facility. A non-business entity must obtain certification to handle internal 9-1-1 calls from its internal switch.

“Public agency” - The State and any unit of local government or special purpose district located in whole or in part within this State that provides or has authority to provide fire fighting, police, ambulance, medical, or other emergency services.

“Public area” - An area within a building where the general public and/or the non-business entity patrons have access on a regular basis. Such areas would include, but not be limited to, reception areas, corridors, lobbies, and waiting rooms.

“Public safety agency” - A functional division of a public agency that provides firefighting, police, medical, or other emergency services.

“Public safety answering point” or “PSAP” - The PSAP is the initial answering location of a 9-1-1 call within a municipality or county. The PSAP is also known as a “Center.”

“Text telephone” or “TT” - A teletypewriter, a device that employs graphic or Braille communication in the transmission of coded signals through a wire or radio communication system.

“Workspace” - The physical building area where work is normally performed. This is a net square footage measurement which includes hall-ways, conference rooms, restrooms, break rooms, and/or storage rooms but does not include wall thickness, shafts, heating/ventilating/air conditioning equipment spaces, mechanical/electrical spaces or other similar areas where employees do not normally have access.

SUBPART B: STANDARDS OF SERVICE

Section 727.200 General Standards and Requirements

EMERGENCY

The digits “9-1-1” shall be the primary emergency telephone number within a county or municipality that has received Commission approval of a 9-1-1 system. In areas where Enhanced 9-1-1 is available, a private business switch operator must ensure that its system is capable of meeting the requirements set forth in Section 727.205. Nothing in this Section shall require changes in customary dialing patterns (i.e., using the prefix or access code 9 to obtain an outside line before dialing 9-1-1).

Section 727.205 Non-business Entity Compliance

EMERGENCY

- a) After June 30, 2000, or within 18 months after Enhanced 9-1-1 is made available, any entity that installs or operates a private business switch service and provides telecommunications facilities or services to non-business entities shall assure that such a system in the non-business entity is connected to the public switched network in a manner so that calls to 9-1-1 result in automatic number identification (“ANI”) and automatic location identification (“ALI”).
 - 1) ANI shall be provided based on the following criteria, which are minimum standards:
 - A) For buildings having their own street address and containing workspace of 40,000 square feet or less, one ANI shall be transmitted to the 9-1-1 system;
 - B) 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 9-1-1 system;
 - C) For private business switch operators/owners providing service in multi-floor buildings and sharing space with other non-related businesses or public entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system per 40,000 square feet of workspace; and
 - D) For private business switch operators/owners providing service in multi-building locations and sharing space with other non-related businesses or public entities, a distinct ANI for each entity shall be transmitted to the appropriate 9-1-1 system.
 - 2) The ALI information shall follow the database format defined by the National Emergency Number Association Recommended Formats for Data Exchange Version 1 or 2.1, “NENA Recommended Formats & Protocols For Data Exchange” (May 1999, published by the National Emergency Number Association, 4789 Papermill Road, Coshocton, OH 43812.) This incorporation does not include any later amendments or editions. ALI requirements are based on the following criteria when a 9-1-1 call is placed:

- A) For buildings having their own street address and containing workspace of 40,000 square feet or less, one ALI shall be transmitted to the 9-1-1 system and will include the building's street address.
 - B) For buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address (ALI) and one DLI per 40,000 square feet of workspace. ALI and DLI information shall be transmitted to the 9-1-1 system. The DLI shall, as accurately as possible, specify the location from which the 9-1-1 call is being placed. For example, if the area contains multiple floors, the DLI shall specify all floor numbers included in the 40,000 square feet of workspace. The DLI must be able to identify the entire 40,000 square feet of workspace.
 - C) For private business switch operators/providers providing service in multi-floor buildings and sharing space with other non-related users, a DLI for each user shall be transmitted to the appropriate 9-1-1 system.
 - D) For private business switch operators/providers providing service in multi-building locations and sharing space with other non-related users, a DLI for each user shall be transmitted to the appropriate 9-1-1 system.
 - E) Separate buildings containing workspace of 40,000 square feet or less having a common public street address shall have a DLI for each building in addition to the street address. [50 ILCS 750/15.6(a)]
- 3) In cases where clarification is needed, the business switch owner/operator shall work with 9-1-1 system management and the database provider to implement a useable DLI.
- b) Exemptions to subsection (a) of this Section.
- 1) Buildings containing workspace of more than 40,000 square feet are exempt from the multiple location identification requirements in Section 727.205(a)(2)(B) and (a)(2)(E) if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies. Those means shall include, but not be limited to, a telephone system that provides the physical location of 9-1-1 calls coming from within the building.
 - A) Non-business entities that qualify for this exemption must have staff available to meet the public safety agency responding to the 9-1-1 call at the designated address. This staff must be able to direct the public safety agency to the site of the emergency.
 - B) Non-business entities that qualify for this exemption must not intercept the 9-1-1 call. All 9-1-1 calls under this exemption will be directly selectively routed to the appropriate 9-1-1 system.
 - C) Buildings under this exemption must, however, ensure that the appropriate building street address where the call originated is being provided to the 9-1-1 system.
 - D) A non-business entity seeking exemption under this subsection (b)(1) shall provide notice that it seeks such exemption to the public safety agency with jurisdiction over the physical location of the building for which exemption is sought, and to the Commission. Nothing in this subsection shall be construed to limit the Commission's authority to investigate and revoke or impose conditions upon such exemptions if it determines, after notice and hearing, that such revocation or imposition of conditions is reasonably necessary to insure the public safety.
 - 2) Health care facilities are presumed to meet the requirements of subsection (b)(1) if the facilities are staffed with medical or nursing personnel 24 hours per day and if an alternative means of providing information about the source of an emergency call exists. Buildings under this exemption must provide 9-1-1 service that provides the building's address.
 - 3) Buildings that are over 40,000 square feet or sites that contain multiple buildings sharing the same address or non-business entities that occupy multiple buildings in close proximity with different addresses that maintain, at all times, alternative and adequate means of signaling and responding to emergencies, including a telephone system that provides the location of a 9-1-1 call coming from within the building, and that are serviced by their own medical, fire and security personnel, may qualify for an exemption pending Commission approval of the non-business entity's emergency phone system. Certification by the Commission is necessary prior to a non-business entity answering and dispatching its own internal 9-1-1 calls. Non-business entities that qualify for this exemption must comply with Subparts C, D, and E of this Part.
 - A) A non-business entity seeking to obtain an exemption under this subsection (b)(3) must file a petition pursuant to 83 Ill. Adm. Code 200 requesting such exemption with the Commission. Such petition shall contain a showing that the non-business entity seeking exemption is in compliance with Subparts C, D, and E of this Part, and shall further make a showing that the non-business entity seeking exemption provides emergency medical

response equal in quality to that provided by the public safety agency with jurisdiction over the physical location of the building for which exemption is sought.

- B) The Commission Staff shall review all such petitions for exemption and shall make a recommendation to the Commission that the Commission grant the exemption, grant the exemption with such conditions as are reasonably necessary to insure the public safety, or deny the exemption. The Commission shall, after notice and hearing, grant the exemption with such conditions as are reasonably necessary to insure the public safety, or deny the exemption.

- 4) Buildings in communities that are not serviced by Enhanced 9-1-1 service are exempt.

SUBPART C: AUTHORIZATION TO OPERATE

Section 727.300 Order of Authority/Application Process

EMERGENCY

- a) Any non-business entity that qualifies for exemption under Section 727.200©(3) to operate a 9-1-1 answering point within its own facility must comply with Subparts C, D and E of this Part. In addition, the non-business entity shall file a petition for an order of authority to operate a Private Emergency Answering Point (PEAP), as described in its final plan pursuant to Section 727.305. The final plan shall be attached to the petition and filed with the Commission in accordance with the Commission's Rules of Practice, 83 Ill. Adm. Code 200.
- b) The original and three copies of a cover letter to the Chief Clerk, the petition, the verified statement, and the final plan must be filed with the Chief Clerk. In addition, a copy of all items must be submitted simultaneously to the 9-1-1 Program Director of the Commission.
- c) The petitioner must also notify the appropriate 9-1-1 system of its plans to answer its internal 9-1-1 calls. In addition, a copy of the petitioner's application must be provided to 9-1-1 system management.
- d) The Commission shall have the authority to audit 9-1-1 systems to verify compliance with the Act and this Part.
- e) Modification to an approved application or system should be submitted to the Commission in writing no later than 10 days after the change.

Section 727.305 Tentative/Final Plans

EMERGENCY

- a) Each non-business entity shall submit a tentative plan (draft) with Commission Staff for review, prior to filing its final plan with the Chief Clerk. Staff has 90 days to review and provide written comments back to the applicant.
- b) Tentative and final plans shall consist of a narrative which provide an explanation of the proposed system's operation and a completed application to Illinois Commerce Commission for the Provision of 9-1-1 service, consisting of the following exhibits:
- 1) Exhibit 1: A thorough explanation regarding the make-up of the facility's security, fire and medical departments. Explain what these emergency responders' responsibilities are and how they are better able to respond to an incident internally than an outside agency. In addition, this exhibit shall indicate how each emergency responder will be dispatched within the facility.
 - 2) Exhibit 2: Call handling agreements with the internal emergency responders, but not limited to, the internal security services, internal fire services, and internal medical services. These agreements shall include a commitment from the parties that appropriate actions 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.
 - 3) Exhibit 3: Call handling agreements with the existing Enhanced 9-1-1 system for additional back-up police, fire and medical assistance pursuant to Section 727.510©.
 - 4) Exhibit 4: Back-up PEAP agreement pursuant to Section 727.400(d).
 - 5) Exhibit 5: Standard Operating Procedures and Disaster Procedures specified in Section 727.505.
 - 6) Exhibit 6: Network Diagram - a chart showing the trunking configuration from the applicant's switch to the back-up PEAP pursuant to Section 727.400.

SUBPART D: ENGINEERING

Section 727.400 Private Emergency Answering Point

EMERGENCY

An entity that has been certified by the Commission to operate a PEAP and to handle its internal emergency calls must meet the following minimum standards:

- a) The entity applying to be a PEAP may have as its primary emergency telephone number a dialing code other than 9-1-1. At such time that its current telephone switching system is replaced, the entity shall program its system to respond to 9-1-1 in addition to their current dialing code.
- b) 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.
- c) Each PEAP shall have an operational TT if the business employs hearing or speech impaired persons or if there is a public area in the building where the public has access to a telephone to dial 9-1-1 or other emergency code.
- d) There must be at least one backup location remote from the primary answering point that will be promptly staffed by trained personnel should the primary location experience equipment failure or become unstaffed due to fire or other emergency. Instead of an on-site remote backup location, a written agreement may be established with the existing 9-1-1 system to be the remote backup/overflow answering point. The phone switch must be configured to automatically transfer calls to the remote answering point if a call to the primary answering point goes unanswered or if the primary answering point has to be evacuated.
- e) Personnel answering the emergency phone must be trained on how to respond to emergency callers and how to summon appropriate inside and outside assistance for an emergency situation. Eight hours minimum training is required based on competency and experience.
- f) The PEAP shall be equipped with an emergency back-up power source capable of supplying electrical power to serve the basic power requirements of the PEAP for a minimum of 4 hours.
- g) Critical areas of the PEAP must have adequate physical security to pre-vent the intentional disruption of service. In the absence of a high level of security, either of the following options maybe substituted to ensure the answering and dispatch of the emergency call:
 - 1) A secondary back-up location remotely located from the primary answering point which is staffed 24 hours a day with trained per-sonnel; or
 - 2) An alternative method of communication available that will transmit an emergency request and result in the dispatch of emergency services.
- h) Access to phone switch equipment will be restricted to those who have need to service the equipment.
- i) No emergency calls shall be placed on hold.
- j) 90% of all emergency calls must be answered within 10 seconds.
- k) Emergency calls shall be identified by the telecommunications equipment in such a manner that indicates that the call is an emergency so the operator can give priority to the call. Where possible, the telephone switching systems shall provide top priority to all emergency calls if a blocking condition occurs in the phone system.

SUBPART E: OPERATIONS

Section 727.500 System Review and Reporting

EMERGENCY

Each non-business entity certified by the Commission to handle its internal 9-1-1 calls shall provide an annual update to the 9-1-1 Emergency Telephone Section by January 1 of each year. The non-business entity shall provide the following information:

- a) The non-business entity's name and street address;
- b) The name and telephone number of a contact person;
- c) The recertification of all agreements.

Section 727.505 Written Operating Procedures

EMERGENCY

Each certified non-business entity shall develop and utilize written "Standard Operating Procedures" and "Disaster Procedures" for its 9-1-1 operations and for the use by its per-sonnel who will be handling the 9-1-1 calls. Copies of these procedures must also be included in the application when petitioning the Commission for approval.

Section 727.510 Call Handling Procedures

EMERGENCY

- a) Each non-business entity shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. Thus, the agreements must specify the method of dispatch that will be used in contacting these responders.
- b) Each non-business entity shall enter into call handling agreements with the 9-1-1 system for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. Thus, there must also be a method available for the non-business entity to request additional assistance from the existing 9-1-1 system to provide back-up services in the event that an incident occurs which would require additional emergency resources.

- c) Each non-business entity shall specify in the application to the Commission how calls will be dispatched to emergency responders within its facility. In addition, the non-business entity shall provide details concerning how additional public safety agencies or other providers of emergency services out-side of the non-business entity will be dispatched in the event that additional assistance is needed. In addition, copies of these agreements must be included with the application to the Commission.
- d) Each non-business entity may chose from the following methods of dispatch:
 - 1) Direct Dispatch;
 - 2) Call Relay;
 - 3) Call Referral; or
 - 4) Call Transfer.
- e) Each non-business entity shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.
- f) Each non-business entity shall ensure that the disposition of each 9-1-1 emergency call is handled according to the agreements it has entered into with the 9-1-1 system or other public safety agencies.