

DEPARTMENT OF ENERGY, LABOR, AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

TELECOMMUNICATIONS SERVICES

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

PART 1. GENERAL PROVISIONS

R 484.XXX Applicability.

Rule 1.

(1) These rules apply to service users as defined by the Emergency 9-1-1 Services Enabling Act, PA 32 of 1986 as revised. Nothing herein shall create any additional obligations for service suppliers.

(2) All provisions of this rule shall also apply to facilities with multiple lodging or dwelling units with a total common area and total residential area that is within the defined spatial limitations of this rule, and the Emergency Response Location shall include the specific room number, suite number, or other unique location information identifies where the caller is located.

(3) Compliance with the provisions of this rule shall be mandatory no later than December 31, 2011.

(4) Compliance with the provisions of this rule shall also be mandatory for any new multi-line telephone system that is installed after the effective date of this rule.

History: 2008 MR XX, Eff. Dec 31, 2011

R 484.XXX Definitions.

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

(a) "Act" means the Emergency 9-1-1 Services Enabling Act, P.A. 32 of 1986, as revised P.A. 164 of 2007 and PA 379 of 2008

(b) "Automatic Location Identification" or ALI: means a 9-1-1 service feature that automatically provides the name and service or, for a CMRS service supplier, the location associated with the calling party's telephone number as identified by automatic number identification to a 9-1-1 public safety answering point. (911 Law) The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates. (NENA)

(c) "Automatic Number Identification or "ANI" means a 9-1-1 service feature provided by the service supplier that automatically provides the calling party's telephone number to a 9-1-1 public safety answering point. (911 Law) Telephone number associated with the access line from which a call originates. (NENA)

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Comment [DOIT1]: This paragraph should either specifically include all MLTS owners or specifically eliminate certain owners but also should hold true for any related section where "specific location" information is defined or referenced.

Comment [DOIT2]: Does this really apply to any or as defined in par. 2 and/or elsewhere.

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(d) “Communication Service” means a service capable of accessing, connecting with, or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numbers 9-1-1 by means of a local telephone device, cellular telephone device, wireless communications device, interconnected voice over the internet device, or any other means. (911 Law)

(e) “Emergency Response Location” or (ERL) means a location to which a 9-1-1 emergency response team may be dispatched. The location should be specific enough to provide a reasonable opportunity for the emergency response team to quickly locate a caller anywhere within it(Verizon and NENA) .(Replaced by AT&T) provides a minimum of the building floor location of the caller, and specific area identification of the caller’s location that is not larger than 7,000 square feet (HMB).

(f) “Master Street Address Guide” or MSAG means a perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of street address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.(911 Law) A data base of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls. (NENA)

(g) “Multi-line Telephone System Operator” means the entity that either owns, or leases/rents from a third party, and operates a MLTS through which a caller may place a 9-1-1 call through the public switched network. [determine whether this definition is needed or not – AT&T]

(h) “Multi-line Telephone System” or (MLTS): means a system comprised of common control unit(s), telephone sets, and control hardware and software. This includes network and premises based systems. i.e., Centrex and PBX, Hybrid, and Key Telephone Systems owned or leased by governmental agencies and nonprofit entities, as well as for profit businesses. (NENA) [determine whether this definition is needed or not – AT&T]

(i) “Private Switch ALI” or PSALI means a service option which provides enhanced 9-1-1 features for telephone stations behind private switches (e.g., PBXs) (NENA)

(j) **“Public Safety Answering Point” or (PSAP): means a communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method, or transfer method. It is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any. (9-1-1 Law) Means a set of call takers authorized by a governing body and operating under common management which receives 9-1-1 calls and asynchronous event notifications for a defined geographic area and processes those calls and events according to a specified operational policy (Verizon) – means a communications facility operated or answered on a 24 hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method, or transfer method. It is**

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the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdiction in which it is located and other participating jurisdictions, if any. (AT&T)

(k) “Public Switched Telephone Network or (PSTN): means the network of equipment, lines, and controls assembled to establish communications paths between calling and called parties in North America.(NENA)(Verizon)

(l) “Service User” means a person receiving a communications service. (911 Law)

(m) “Specific Location” (State 9-1-1 Committee subcommittee) A room or unit number, or room name, or equivalent designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched and the caller quickly located. [Determine whether this definition is needed or not – AT&T]

(n) “Tariff” means the rate approved by the public service commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier. (911 Law) (taken out by Verizon, put back in by AT&T with “determine whether this definition is needed or not.)

(o) “Voice over Internet Protocol (removed by Verizon – reinstated by AT&T) (VoIP) is technology for communicating using “Internet Protocol” instead of traditional analog systems. IP-enabled voice service (also called “interconnected VoIP”) is a service that enables real-time, two-way voice communications; requires a broadband connection from the user’s location; requires IP-compatible customer premises equipment; and permits users generally to receive calls that originate on the public switched telephone network (PSTN) and to terminate calls on the PSTN (FCC 08-249) Reinstated by AT&T comments.

(p) “Emergency Location Identification Number” (ELIN) – A valid North American Numbering Plan format telephone number, assigned to the MLTS owner/operator by the appropriate authority; that is also used to route the call to a PSAP so as to retrieve the ALI for the PSAP. The ELIN may be the same number as the ANI. The North American Numbering Plan number itself may in some cases not be a dialable number but must translate to a return dialable number located in the same area as the call initiation for PSAP call-back.

(q) “Alternative Methods of Notification” – Where an ability exists to locate the emergency caller and to initiate an emergency response exists.

(r) “Local Notification” – A system capability whereby a call to 9-1-1 from a MLTS extension is directed through the 9-1-1 Network to a Public Safety Answering Point and simultaneously notifies an attendant or designated personnel to identify the location of the telephone that has dialed 9-1-1.

(s) “Building Unit Identifier (BUI)” – A room number or equivalent designation of a portion of a structure or building.

(t) “Call Back Number” – A number used by the PSAP to re-contact the location from which the 9-1-1 call was placed. The number may or may not be the number of the station used to originate the 9-1-1 call.

History: 2007 MR XX, Eff. December 31, 2011

Comment [DOIT3]: Since this definition applies only to the MLTS owner, AT&T is prima facie not in a position to comment. Specific location definition is necessary and the rules must define it as the Act requires a “specific location” to be identified. It also should be referenced throughout the rules and be very specific as to the requirement thus eliminating the need for dialogue regarding sq. footage and such elsewhere in the rules. The Commission must clearly define what is required and whether an owner must ID only within a certain square footage or whether it will require rooms or cubicles or zones, say within a 600 square foot area, etc. The Commission must also be constantly mindful that the purpose of these rules is to “require MLTSs to provide a sufficiently precise indication of the caller’s location, while avoiding the imposition of undue burdens on (taken from NENA Model Legislation)” MLTS operators. Thus, the need for very clear definition here and elsewhere in the rules.

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Comment [DOIT4]: The adequacy of such notification methodology must be submitted to the Commission as an exception request and must otherwise meet all notification requirements through this alternative method. Prisons, hospitals and hotels could be possible examples.

Comment [DOIT5]: This may also include the requirement to ensure responding emergency personnel are met and adequately directed to the caller’s location. This could be accomplished by Security personnel, fire brigades, emergency response teams and other such internally used mechanisms.

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Comment [DOIT6]: In the event “specific location” should include this level of data transfer, this definition must be included to ensure clarity below the 6,000 sq. ft., > 40,000 foot consideration

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Comment [DOIT7]: If including ELIN utilization, call back number definition will be critical in that it may not always be the designated ALI from the calling station but the ELIN or designated call-back number for all phones in a specific areas or location within a building. This could be a prime consideration for IP based telephones.

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PART 3. SERVICE USER RESPONSIBILITIES

Rule 4. (1) Any service user as defined in P.A. 32 of 1986, as amended, that installs or operates a multi-line telephone system shall assure that the system is connected to the public switched telephone network in a manner that calls to 9-1-1 result in accurate automatic number and specific location identification that can be verified in the 9-1-1 Master Street Address Guide.

(2) (a) For buildings having their own street address and containing workspace of 40,000 square feet or less, all located on a single floor and on a single contiguous property, location identification shall include the building's MSAG 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 and the Emergency Response Location (ERL) utilizing PSALI or other solutions.

(Verizon) (Removed "utilizing PSALI or other solutions" by AT&T)

(c) Separate buildings containing workspace of 40,000 square feet or less, all located on a single floor and on a single contiguous property, and having a common public street address shall have specific location identification information for each building in addition to the street address.

(d) Separate buildings containing workspace between 7,000 square feet and 40,000 square feet on multiple floors shall provide specific location identification that include the building's street address and Emergency Response Location utilizing PSALI or other solutions. (Verizon) (Removed "utilizing PSALI or other solutions" by AT&T)

History: 2007 MR XX, Eff. December 31, 2011

Comment [DOIT8]: Is such capability available throughout MI. If not, appropriate exceptions should apply here or be referenced elsewhere in the rules!

Comment [DOIT9]: "a single" street address???

Comment [DOIT10]: Should these references indicate "authorized and approved" or similar language to cover cases where a carrier may not be able to provide an appropriate vehicle for transporting ALI. Should ELIN also be addressed here plus other viable options such as 24 hour internal coverage using local notification processes.

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Comment [DOIT11]: See previous comment

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PART 4. MONITORING

Rule 5. (1) Service users are required to notify the Commission in writing no later than December 31, 2011 that the necessary equipments and software to provide specific location information of a 9-1-1 call has been installed.

History: 2007 MR XX, Eff. December 31, 2011

Comment [DOIT12]: How will the Commission monitor this requirement or be able to ensure such compliance. Is this reasonable if compliance If the Commission cannot or will not enforce this provision, modification should be considered. cannot be more definitively assured?

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PART 7. WAIVERS

R 484.XXX Waivers

Rule 6. (1) No requests for waivers for the December 31, 2011 due date will be accepted by the Commission.

History: 2007 MR XX, Eff. December 31, 2011

PART 8. EXCEPTIONS

R 484.XXX Exceptions

Rule 7. (1) Service users of a building containing workspace of more than 40,000 square feet may request an exception, from the commission, from the multiple location identification requirements if the building maintains, on a 24-hour basis, alternative and adequate means of signaling and responding to emergencies including, but not limited to, a communications system that provides the physical location of 9-1-1 calls from within the building.

(2) Service users of a building containing workspace of more than 40,000 square feet may request an exception, from the commission, if the building maintains, at all times, alternative and adequate means of signaling and responding to emergencies, including a communication system that provides the location of a 9-1-1 call coming from within the building, and the building is serviced its own appropriate medical, fire, and security personnel.

(3) Service users of a building not serviced by enhanced 9-1-1 service may request an exception from the Commission.

(4) Service users of a building which cannot receive telecommunications service enabling ERL to be transmitted may request an exception from the commission.

(5) Service users that have, prior to January 1, 2010, implemented a capability at a particular building to provide location information to PSAPs may request an exemption from the Commission for that building.

(6) Requests for exceptions are automatically approved unless Commission staff notifies the requesting service user within 10 days of receiving a request for exception that the request is not automatically approved.

(7) If a request is not automatically approved, the Commission shall grant an exception for the reasons set forth in subparts (1) – (5) upon a showing of good cause.

Comment [DOIT13]: See Local Notification definition and Alternative Methods of Notification. The rules should more clearly define acceptable exceptions. Definitions similar to these would be helpful.

Comment [DOIT14]: See above comment

Comment [DOIT15]: If an area is not serviced by E 9-1-1, should the owner be overly burdened to notify the Commission since compliance would be impossible any way. The Commission should, instead require carriers or 911 districts to notify MLTS owners when access is available and which requirements must be met.

History: 2007 MR XX, Eff. December 31, 2011