

Carr Telephone – the rulemaking does not place responsibilities upon the carrier, per the Act

Frontier Communications – the use of “service supplier” has been deleted from the document

DIT/Management and Budget –

1. The Act does not allow any MLTS service user to be allowed to not conform with the Act. The law states “each service user”. The information in Rule 1(2) draft 2 was submitted by the State 9-1-1 Committee and has been combined with the definition for “Specific Location.”
2. Comment 3 – MPSC internal procedures during the informal draft rulemaking do not limit the comment period to MLTS users. The MPSC rulemaking process is an open, public forum.
3. Comment 3 – A definition for “specific location” is being developed with the use of both the subcommittee and ERL definition being combined to meet wording of the Act. The core group will need to approve definitions that are not in the Act.
4. Comment 4 – Definitions and procedures in NENA documents are fluid, changing frequently. In addition, the National Emergency Number Association is an organization, not a governmental body. The use of Emergency Location Identification Numbers (ELINs) is not an FCC recognized use of dialable telephone numbers.
5. Comment 5 – This rulemaking stops at the dispatcher’s desk, when the dispatch call to emergency personnel has taken place. The rules to ensure that security personnel, fire brigades, emergency response teams and other such internally used mechanism are “met and adequately directed” need to be accomplished by another agency.
6. Comment 6 – The definition of “specific location” is addressed above in Comment 3.
7. Comment 7 – ELINs will not be used in the document. Not an FCC recognized use of dialable telephone numbers. The use of call back numbers is historically known as ANIs and p-ANIs, already defined in this document.
8. Comment 15 – Service suppliers have no responsibilities within these rules per the Act. The State 9-1-1 Office has stated many times that E9-1-1 is available throughout Michigan.

Andrews University

The use of “database service provider” intends on a service supplier to perform duties. The Act does not allow a service supplier to incur any duties with multi-line telephone systems.

If the “database service provider” is not a “service supplier,” as defined in the Act, please redefine and resubmit your comments.

Michigan State University

“...the proposed rules create an unfunded mandate to upgrade systems that currently meet the operational needs of the impacted end users.” The rules do not create an “unfunded mandate,” the Act directed MLTS users to ensure that people using the service could be found in an emergency.

**Comment [DOIT1]:** The State of Michigan Department of Information Technology anticipates that it will incur a multi-million dollar capital expenditure with significant recurring costs to comply with these rules.

Verizon

1. Definitions will be taken from the Act, when possible. Others will be agreed upon by the core group. Definitions will not be taken from the NENA documents, without core group approval, due to the fluidity of the NENA documents.
2. Public Switch ALI (PSALI) may limit the rules to specific technologies.
3. The use of 6,000 and 40,000 square foot, as the geographic space, may be too large a geographic area to meet the requirement of “specific location” as defined by the core group.
4. The notification of the Commission by service users will require additional MPSC staff, which will require funding. The current funding mechanism for MPSC staff is not used for 9-1-1 initiated requirements.
5. Exceptions: use of ERLs limits the rules.
6. Exceptions: use of MPSC staff to research exceptions will require additional MPSC staff, which will require funding. The current funding mechanism for MPSC staff is not used for 9-1-1 initiated requirements.
7. Exceptions: 10 days or exceptions will be automatically approved is unacceptable.

AT&T

1. Use of NENA documents is discouraged, because they are ever changing documents and definitions.
2. To include any information about a Private Emergency Answering Point (“PEAP”), a core group approval of the definition is necessary.
3. “...service users that, on their own initiative, have already established the capability to provide additional location information to emergency responders.” “Additional location information” and “Specific Location” must somehow meet. Any communication not made at the dispatcher’s desk, to “provide location information to emergency responders” is not within the confines of the Act. If the service user has the capability to meet the “specific location”, the action of “installing” may be grandfathered.
4. AT&T “proposes to delete the reference to the defined term “specific location.” The term “specific location” is in the Act, and the term ERL is a term coined by the NENA.
5. AT&T stated that it is their “understanding that enhanced 9-1-1 is already deployed in almost all areas of the state.” Exception Rule 7(3) is deleted.

DEPARTMENT OF ENERGY, LABOR, AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

EMERGENCY 9-1-1 SERVICES  
Multiline Telephone Systems

Comment [kn1]: Replaced Telecommunications Service.

Filed with the Secretary of State on

Comment [kn2]: Staff: will be found in final rules.

These rules become effective immediately upon filing with the Secretary of State unless adopted under section 33, 44, or 45a(6) of 1969 PA 306. Rules adopted under these sections become effective 7 days after filing with the Secretary of State.

Comment [kn3]: Staff: will be found in final rules.

(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)

R 484.XX1, R 484.XX2 (etc) are added to the Michigan Administrative Code as follows:

Comment [kn4]: Staff: will be found in final rules.

PART 1. GENERAL PROVISIONS

DRAFT (5)

DRAFT (5)

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 additional obligations for service suppliers.

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

Comment [kn5]: Date set in the Act.

(3) Compliance with the provisions of this rule shall be mandatory for all multiline telephone systems that are installed after the effective date of this rule.

Comment [DOIT6]: Does this include systems operational before this date? This is ambiguous as currently worded.

History:

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.

Comment [DOIT7]: CMRS need definition.

(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.

(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 numerals 9-1-1 by means of a local telephone device, cellular telephone device, wireless communication device, interconnected voice over the internet device, or any other means.

(e) "Multiline 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)

**Comment [DOIT8]:** Centrex is service provided by the teleco central office. What is the responsibility of the customer?

(f) "Primary public safety answering point", "PSAP", or "primary 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 and 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.

**Comment [DOIT9]:** All of these systems need definition.

**Comment [kn10]:** Staff: definition needs approval by core group. Does it limit the rules to specific technologies?

(g) "Service supplier" means a person providing a communications service to a service user in this state.

(h) "Service user" means a person receiving a communication service.

(i) "Specific Location" means the physical location to which a 9-1-1 emergency response team may be dispatched including a room or unit number, or room name, or equivalent designation of a portion of a structure or building.

**Comment [DOIT11]:** challenges for compliance at a room designation include leased buildings where telephone system operator has no knowledge or control of 3rd party managed wiring and construction. The inherent ease of relocating IP phones exacerbates this issue. Using a square footage designation would alleviate this challenge.

History:

DRAFT (5)

DRAFT (5)

### PART 3. SERVICE USER RESPONSIBILITY

#### R 484.XXX Service User Responsibility

Rule 3. Any service user, as defined in P.A. 32 of 1986, as amended, that installs or operates a multiline telephone system shall assure that the system is connected to the 9-1-1 network in a manner that calls to primary PSAPs result in accurate ALI and ANI that can be verified in the 9-1-1 database.

**Comment [kn12]:** Staff combination of Specific Location, as defined by the subcommittee, and ERL, as defined by NENA. This definition will need approval by the core group.

History:

**Comment [kn13]:** Staff: non-specific technology to ensure rule changes will not have to be made.

### PART 4: MONITORING

#### R 484.XXX Monitoring

Rule 4. Service users are required to notify \_\_\_\_\_, in writing, no later than December 31, 2011 that the necessary equipment and software to provide specific location information of a 9-1-1 call has been installed.

**Comment [kn14]:** Staff: the MPSC was charged with "promulgation" of the rules, but that does not create an expectation of responsibility to the Commission or Commission staff.

History:

## PART 5: WAIVERS

### R 484.XXX Waivers

Rule 5. No requests for waivers of the December 31, 2011 due date will be accepted by \_\_\_\_\_.

History:

**Comment [kn15]:** Staff: the MPSC was charged with "promulgation" of the rules, but that does not create a expectation of responsibility to the Commission or Commission staff.

## PART 6: EXCEPTIONS

### R 484.XXX Exceptions

Rule 6. (1) Service users maintaining, 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 specific location, as defined in the rules, of 9-1-1 calls from within the building.

(2) Service users maintaining, at all times, alternative and adequate means of signaling and responding to emergencies, including a communications system at provides specific location, as defined in the rules, of a 9-1-1 call coming from within the building, and the building is serviced by its own appropriate medical, fire, and security personnel.

(3) Service users that have, prior to January 1, 2010, implemented a capability at a particular building to provide specific location, as defined in the rules, to PSAPs.

(4) Applications for an exception must be made to \_\_\_\_\_ by \_\_\_\_\_.

(5) Exceptions shall be granted only for the rules set forth in subparts (1), (2), and (3) upon showing of good cause.

**Comment [kn16]:** Staff: a definition for "alternative and adequate means of signaling and responding to emergencies" is necessary and must be approved by the core group. "Communications system that provides the specific location..." should also be defined and approved.

**Comment [kn17]:** Staff: is this different than "on a 24-hour basis"?

**Comment [kn18]:** Staff: a definition for "alternative and adequate means of signaling and responding to emergencies" is necessary and must be approved by the core group. Also "serviced by its own appropriate medical, fire, and security personnel."

**Comment [kn19]:** Staff: what is the significance of this date? In AT&T comments.

**Comment [kn20]:** Staff: what would that capability be? Are there examples?

**Comment [kn21]:** Staff: the MPSC was charged with "promulgation" of the rules, but that does not create a expectation of responsibility to the Commission or Commission staff.