

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.

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.

(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)

(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.

(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:

(1) For a MLTS installed prior to the effective date of this rule, the structure or building, at a minimum.

(2) For a MLTS installed after the effective date of this rule, a room or unit number, or room name, or equivalent designation of a portion of a structure or building.

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.

History:

History:

**Comment [kn6]:** Staff: definition needs approval by core group. Does it limit the rules to specific technologies?

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**Comment [c7]:** Michigan State University: We have spent the last eight years converting non-compliant systems to E911-capable systems. We still have several hundred systems that are capable of identification to the building, and in some cases to the floor, but conversion of all remaining systems by the effective date of the rule is not practical or attainable. We think this two-tiered definition of "specific location" is appropriate. In addition, one can reasonably assume that a significant number of MLTS operators are not even aware of this rulemaking and will not be able to comply for financial or other operational concerns.

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**Comment [kn8]:** 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.

**Comment [kn9]:** Staff: non-specific technology to ensure rule changes will not have to be made.

**Comment [kn10]:** 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.

**Comment [c11]:** Michigan State University: This act of monitoring does not seem practical without an aggressive marketing campaign and even then seems un-necessary given that rules are created every day in our state without this requirement.

**Deleted:** PART 4: MONITORING¶  
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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

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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 [kn12]: 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 that 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.

Comment [kn13]: 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 [kn14]: Staff: is this different than "on a 24-hour basis"?

Comment [kn15]: 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 [kn16]: Staff: what is the significance of this date? In AT&T comments.

Comment [c17]: Michigan State University: Not sure what this date is supposed to be.....perhaps the effective date of the rules?

Comment [kn18]: Staff: what would that capability be? Are there examples?

Comment [kn19]: 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.

Comment [c20]: Michigan State University: A process for reporting or seeking approval does not seem practical or necessary given the fact that rules are created every day in our state without this requirement.

Deleted: (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

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