

DEPARTMENT OF ENERGY, LABOR, AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

EMERGENCY 9-1-1 SERVICES  
Multiline Telephone Systems

Filed with the Secretary of State on

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.

(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:

PART 1. GENERAL PROVISIONS

(DRAFT 3)

(DRAFT 3)

R 484.XXX Applicability.

Rule 1.

(1) These rules apply to service user 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.

(3) Compliance with the provisions of this rule shall also be mandatory for all new multiline 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)

(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)

(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,

**Comment [kn1]:** Replaced Telecommunications Service.

**Comment [kn2]:** Staff – sub-title added to delineate between MLTS and Training during the rulemaking process.

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

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

**Comment [kn5]:** Staff: will be found in final rules.

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**Comment [kn6]:** Removed "any"

**Deleted:** (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 square footage 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.

**Deleted:** 3

**Comment [kn7]:** Moved "2" to Part 3

**Comment [kn8]:** Per the Legislation.

**Deleted:** 4

**Deleted:** any

**Deleted:** 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)

**Deleted:** Telephone number associated with the access line from which a call originates. (NENA)

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)

**DRAFT (3)**

**DRAFT (3)**

(h) “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)

(g) “Multiline 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.

(j) “Primary 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)

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

(m) “Specific Location” means a 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.

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

**DRAFT (3)**

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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 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 automatic number and location identification that can be verified in the 9-1-1 database.

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

- Comment [kn9]: Staff would like a combining of ERL with Specific Location, for the definition of Specific Location. [1]
- Deleted: (e) “Emergency Resp... [1]
- Deleted: 2...2 [2]
- Comment [kn10]: Staff: Does [3]
- Comment [kn11]: Is an MSA [4]
- Deleted: (f) “Master Street A... [5]
- Deleted: ¶ [6]
- Comment [kn12]: Staff – dele [7]
- Comment [kn13]: MLTS and [8]
- Deleted: [determine whether thi [9]
- Comment [kn14]: Limits ru [10]
- Deleted: (h) “Multiline Tel [11]
- Deleted: Means a set of call t [12]
- Comment [kn15]: PSTN del [13]
- Deleted: (k) “Public Switc [14]
- Deleted: (State 9-1-1 Commit [15]
- Comment [kn16]: Staff: nee [16]
- Comment [kn17]: Staff wou [17]
- Deleted: [Determine whether [18]
- Deleted: ] [18]
- Comment [kn18]: Tariff def [19]
- Deleted: (n) “Tariff” means [20]
- Deleted: .) [20]
- Comment [kn19]: VoIP is c [21]
- Deleted: (o) “Voice over Int [22]
- Deleted: . [22]
- Deleted: 2... ..2 [23]
- Comment [kn20]: Staff: Use [24]
- Deleted: public switched telephone [24]
- Deleted: 9-1-1...Master Street [25]
- Comment [kn21]: Any use of [26]
- Comment [kn22]: Staff: Use [27]
- Comment [kn23]: Staff: 9-1- [28]
- Comment [kn24]: Staff is us [29]
- Comment [kn25]: Need defi [30]
- Comment [kn26]: Staff: is 4 [31]
- Comment [kn27]: Staff: is 4 [32]
- Comment [kn28]: Need defi [33]
- Comment [kn29]: Need defi [34]
- Comment [kn30]: Need defi [35]
- Deleted: (2) (a)For buildin [36]

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#### PART 4. MONITORING

Rule 5. (1) Service users are required to notify the responsible primary PSAP 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

- Deleted: 2
- Deleted: 2
- Deleted: ¶
- Comment [kn31]: Staff: it is the primary PSAP that needs to know that the building and 9-1-1 database are ready to respond.
- Deleted: Commission
- Comment [kn32]: Why would service users contact the Commission? County government bodies would have a more complete listing of the buildings in their county.

#### 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

- Deleted: DRAFT (2)
- Deleted: DRAFT (2)
- Deleted: 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
- Deleted: maintains
- Comment [kn33]: Need definition for "workspace" that incorporates the Legislative term "Specific Location" -- 40,000 square feet -- is this specific location? ERL needs a new definition or a combined definition with Specific Location. Need definition of "24-hour alternative and adequate means of signaling and responding to emergencies."

#### PART 8. EXCEPTIONS

R 484.XXX Exceptions

Rule 7. (1) Service users of a building 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 physical location, as defined by the rules, of 9-1-1 calls from within the building.

(2) Service users of a building maintaining, 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 specific 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 15 business 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.

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

- Comment [kn34]: Staff: need definition for "24-hour basis, alt... [37]
- Deleted:
- Deleted: containing workspace of more than 40,000 square feet may requ... [38]
- Deleted: s
- Comment [kn35]: Need definition for "workspace" that incorporate... [39]
- Comment [kn36]: Staff: need definition for "at all times" and (... [40]
- Comment [kn37]: Harriet has stated many times that Michigan is full (... [41]
- Comment [kn38]: ERL definition needs to be incorporated with "S (... [42]
- Comment [kn39]: What would the capability be and why, if you hav (... [43]
- Comment [kn40]: Giving the Commission Staff 3 weeks to respond.
- Deleted: 10
- Comment [kn41]: 45 business days would be a minimum and reimbu... [44]
- Comment [kn42]: Expect reimbursement for staff time incl (... [45]



Page 2: [1] Deleted norcrossk 11/24/2009 9:30:00 AM

(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<sub>[kn1]</sub>).

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Page 2: [3] Comment [kn10] norcrossk 12/15/2009 11:30:00 AM

Staff: Does this definition limit the rules?

Page 2: [4] Comment [kn11] norcrossk 12/15/2009 11:30:00 AM

Is an MSAG the term that will be used with NG911? Does it limit the rules?

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(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

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through the public switched network

Page 2: [7] Comment [kn12] norcrossk 12/15/2009 11:30:00 AM

Staff – delete “public switched network” – limits rules

Page 2: [8] Comment [kn13] norcrossk 12/15/2009 11:30:00 AM

MLTS and MLTS Operator – specific technologies – limit the rules. New definitions may be needed.

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[determine whether this definition is needed or not – AT&T]

Page 2: [10] Comment [kn14] norcrossk 12/15/2009 11:30:00 AM

Limits rules, how will this be used in NG9-1-1? Staff believes that the MLTS and MLTS Operator terms are necessary, but the definitions restrict

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(h) “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) *[determine whether this definition is needed or not – AT&T]*

Page 2: [11] Deleted norcrossk 12/14/2009 1:45:00 PM

(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)

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**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 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)**

Page 2: [13] Comment [kn15] norcrossk 12/15/2009 11:30:00 AM

PSTN deleted – will limit the rules.

Page 2: [14] Deleted norcrossk 12/14/2009 1:42:00 PM

(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[kn2])

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**(State 9-1-1 Committee subcommittee)**

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**A**

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**to which a 9-1-1 emergency response team may be dispatched and the caller quickly located**[kn3].

Page 2: [16] Comment [kn16] norcrossk 12/15/2009 11:30:00 AM

Staff: need to incorporate this definition with ERL. Possibly: Specific location means a 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 the structure of building.

Page 2: [17] Comment [kn17] norcrossk 12/15/2009 11:30:00 AM

Staff would like a combining of ERL with Specific Location, for a definition of Specific Location

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**[Determine whether this definition is needed or not – AT&T**

Page 2: [19] Comment [kn18] norcrossk 12/15/2009 11:30:00 AM

Tariff definition in 911 Law limits the rules. New definition is necessary.

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**(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**

Page 2: [21] Comment [kn19] norcrossk 12/15/2009 11:30:00 AM

VoIP is considered a specific platform of communications. May limit the rules.

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(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**

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Page 2: [24] Comment [kn20]	norcrossk	12/15/2009 11:30:00 AM
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Staff: Use of PSTN limits the rules

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9-1-1

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Master Street Address Guide<sup>[kn4]</sup>

Page 2: [26] Comment [kn21]	norcrossk	12/15/2009 11:30:00 AM
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Any use of terms “PSTN” or “MSAG” limit the rules.

Page 2: [27] Comment [kn22]	norcrossk	12/15/2009 11:30:00 AM
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Staff: Use of MSAG limits the rules.

Page 2: [28] Comment [kn23]	norcrossk	12/15/2009 11:30:00 AM
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Staff: 9-1-1 database needs definition. What will it include?

Page 2: [29] Comment [kn24]	norcrossk	12/15/2009 11:30:00 AM
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Staff is using this term as a generic

Page 2: [30] Comment [kn25]	norcrossk	12/15/2009 11:30:00 AM
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Need definition for “workspace” that incorporates the Legislative term “Specific Location” – 40,000 square feet – is this specific location?

Page 2: [31] Comment [kn26]	norcrossk	12/15/2009 11:30:00 AM
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Staff: is 40,000 square feet considered "specific location"?

Page 2: [32] Comment [kn27]	norcrossk	12/15/2009 11:30:00 AM
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Staff: is 40,000 square feet considered "specific location"?

Page 2: [33] Comment [kn28]	norcrossk	12/15/2009 11:30:00 AM
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Need definition for “workspace” that incorporates the Legislative term “Specific Location” --40,000 square feet – is this specific location? ERL needs a new definition or a combined definition with Specific Location. PSALI limits the rules.

Page 2: [34] Comment [kn29]	norcrossk	12/15/2009 11:30:00 AM
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Need definition for “workspace” that incorporates the Legislative term “Specific Location” --40,000 square feet – is this specific location? ERL needs a new definition or a combined definition with Specific Location.

Page 2: [35] Comment [kn30]	norcrossk	12/15/2009 11:30:00 AM
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Need definition for “workspace” that incorporates the Legislative term “Specific Location” --40,000 square feet – is this specific location? ERL needs a new definition or a combined definition with Specific Location. PSALI limits the rules.

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(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 street address<sup>[kn5]</sup><sup>[kn6]</sup>.

(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<sup>[kn7]</sup> Emergency Response Location (ERL) **utilizing PSALI or other solutions. (Verizon) (Removed “utilizing PSALI or other solutions” by AT&T<sup>[kn8]</sup>)**

(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 a distinct location identification for each building in addition to the street address<sup>[kn9]</sup>.

(d) Separate buildings containing workspace between 7,000 square feet and 40,000 square feet on multiple floors shall provide location identification that shall 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<sup>[kn10]</sup>)**

Page 3: [37] Comment [kn34] norcrossk 12/15/2009 11:30:00 AM

Staff: need definition for “24-hour basis, alternative and adequate means of signaling and responding” Is this “in-house”? Is that acceptable to first responders? Does it meet “specific location” definitions? Will first responders be dispatched in this case?

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containing workspace of more than 40,000 square feet may request an exception, from the commission, if the building

Page 3: [39] Comment [kn35] norcrossk 12/15/2009 11:30:00 AM

Need definition for “workspace” that incorporates the Legislative term “Specific Location” --40,000 square feet – is this specific location? ERL needs a new definition or a combined definition with Specific Location. Need definition of “24-hour alternative and adequate means of signaling and responding to emergencies.” Need definition of “own appropriate medical, fire, and security personnel.”

Page 3: [40] Comment [kn36] norcrossk 12/15/2009 11:30:00 AM

Staff: need definition for “at all times” and "alternative and adequate signaling and responding to emergencies" and "own appropriate medical, fire and security personnel."

Page 3: [41] Comment [kn37] norcrossk 12/15/2009 11:30:00 AM

Harriet has stated many times that Michigan is fully E911. Why is this necessary? Do we need a definition for enhanced 9-1-1 service? If they can't get E9-1-1 what can they have in place of it?

Page 3: [42] Comment [kn38] norcrossk 12/15/2009 11:30:00 AM

ERL definition needs to be incorporated with “Specific Location” – ERL is not longer defined in this document. To hold the "place card" the rules need more definition, or is this exception not viable without "ERL"?

Page 3: [43] Comment [kn39] norcrossk 12/15/2009 11:30:00 AM

What would the capability be and why, if you have the capability, would you need an exception? (Assuming this is the “grandfathering” piece requested by some parties.)

Page 3: [44] Comment [kn41] norcrossk 12/15/2009 11:30:00 AM

45 business days would be a minimum and reimbursement for staff time. Would dockets be set up for applications? No request/application would be automatically approved – placing liability on the Commission – not a good thing.

Expect reimbursement for staff time including RAD and the AG's Office. Would dockets be set up for applications? No request/application would be automatically approved – placing liability on the Commission – not a good thing.