LAWS OF ALASKA

2018

Source
SB 215

Chapter No.

AN ACT

Relating to multi-line telephone systems.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

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AN ACT

Relating to multi-line telephone systems.

* Section 1. AS 29.35.134 is amended to read:

Sec. 29.35.134. Multi-line telephone systems. A municipality may by ordinance [ELECT TO] require [AN ENHANCED 911 SYSTEM FROM] a multi-line telephone system operator to comply with this section if, after January 1, 2019, the system operator

(1) upgrades an existing multi-line telephone system; or

(2) installs a new multi-line telephone system [. A MULTI-LINE TELEPHONE SYSTEM OPERATOR MUST ARRANGE TO UPDATE THE AUTOMATIC LOCATION IDENTIFICATION DATABASE WITH AN APPROPRIATE MASTER STREET ADDRESS GUIDE, VALID ADDRESS, AND CALLBACK NUMBER FOR EACH MULTI-LINE TELEPHONE SYSTEM TELEPHONE, SO THAT THE LOCATION INFORMATION SPECIFIES THE EMERGENCY RESPONSE LOCATION OF THE CALLER. A MULTI-LINE

-1-  Enrolled SB 215
TELEPHONE SYSTEM OPERATOR IS CONSIDERED TO BE IN COMPLIANCE WITH THIS SECTION WHEN THE MULTI-LINE TELEPHONE SYSTEM COMPLIES WITH ENHANCED 911 GENERALLY ACCEPTED INDUSTRY STANDARDS AS DEFINED BY THE REGULATORY COMMISSION OF ALASKA. FOR PURPOSES OF THIS SECTION,

(1) "CALLBACK NUMBER" MEANS A NUMBER USED BY THE PUBLIC SAFETY ANSWERING POINT TO RE-CONTACT THE LOCATION FROM WHICH A 911 CALL IS PLACED; THE NUMBER MAY OR MAY NOT BE THE NUMBER OF THE STATION USED TO ORIGINATE THE 911 CALL;

(2) "EMERGENCY RESPONSE LOCATION" MEANS THE LOCATION TO WHICH A 911 EMERGENCY RESPONSE TEAM MAY BE DISPATCHED THAT IS SPECIFIC ENOUGH TO PROVIDE A REASONABLE OPPORTUNITY FOR THE EMERGENCY RESPONSE TEAM TO QUICKLY LOCATE A CALLER ANYWHERE WITHIN IT;

(3) "MASTER STREET ADDRESS GUIDE" MEANS A DATABASE OF FORMATTED STREET NAMES, NUMERICAL ADDRESSES OR ADDRESS RANGES, AND OTHER PARAMETERS DEFINING VALID LOCATIONS AND EMERGENCY SERVICES ZONES, AND THEIR ASSOCIATED EMERGENCY SERVICES NUMBERS, THAT ENABLES THE PROPER ROUTING AND RESPONSE TO 911 CALLS;

(4) "MULTI-LINE TELEPHONE SYSTEM" MEANS A SYSTEM MADE UP OF COMMON CONTROL UNITS, TELEPHONE SETS, AND CONTROL HARDWARE AND SOFTWARE, INCLUDING NETWORK AND PREMISES BASED SYSTEMS SUCH AS CENTREX AND PBX, HYBRID, AND KEY TELEPHONE SYSTEMS, AS CLASSIFIED BY THE FEDERAL COMMUNICATIONS COMMISSION UNDER PART 68 REQUIREMENTS, AND INCLUDING SYSTEMS OWNED OR LEASED BY GOVERNMENTAL AGENCIES OR NONPROFIT ENTITIES, AS WELL AS FOR PROFIT ENTITIES;

(5) "MULTI-LINE TELEPHONE SYSTEM OPERATOR" MEANS AN ENTITY THAT OWNS, LEASES, OR RENTS FROM A THIRD PARTY, AND OPERATES A MULTI-LINE TELEPHONE SYSTEM THROUGH WHICH A
CALLER MAY PLACE A 911 CALL THROUGH A PUBLIC SWITCHED NETWORK].

* Sec. 2. AS 29.35.134 is amended by adding new subsections to read:

(b) The operator of a multi-line telephone system that is required to comply with this section shall ensure that the system

(1) allows a caller to call 911 by dialing 911 directly without an additional code, digit, prefix, postfix, or trunk-access code;

(2) for every 911 call made using the system, provides to the public safety answering point receiving the call verified automated number and location information for the call, including

(A) the street name, valid address, and business name, if applicable;

(B) the direct callback telephone number;

(C) the office, unit, or building number, as applicable;

(D) the room number or equivalent designation;

(E) if the multi-line telephone system operates for a building that has more than one floor, the building floor;

(F) if the multi-line telephone system operates for more than one building, the

(i) building number or equivalent designation; and

(ii) building floor; and

(3) has a location database that stores the information required under (2) of this subsection and that the system is updated

(A) as soon as practicable after the system is installed; and

(B) within one business day after completion of any changes made to the system or the physical characteristics of the facility where the system is used; this subparagraph does not apply to changes incurred during the installation of the system.

(c) Information in a location database created under (b)(3) of this section

(1) is owned by the multi-line telephone system operator that supplied the information;
(2) may not be shared, except as required by law; and
(3) may not be used by a public safety answering point for any purpose except to facilitate an emergency response to a 911 call.

(d) The operator of a multi-line telephone system that is not required by ordinance to comply with this section and that does not allow for direct 911 dialing shall post, in a visible place not more than five feet from each telephone that is connected to the multi-line telephone system, a notice that

(1) states that 911 services cannot be accessed by dialing 911 directly on the telephone;
(2) indicates how a caller may access 911 services through the telephone;
(3) is printed in contrasting colors in a bold font not smaller than 16 points;
(4) includes the following information, as applicable, about the location of the telephone:

(A) the street address and business name;
(B) the office, unit, or building number;
(C) the room number or equivalent designation.

(e) In this section,

(1) "multi-line telephone system" includes
(A) a network or premises-based telephone system
   (i) installed at an end-use location that uses common control units, common telephone, and common control hardware and software to provide a connection to the public;
   (ii) such as Centrex, Voice over Internet Protocol, and PBX, Hybrid, and Key Telephone Systems, as classified by the Federal Communications Commission under 47 C.F.R. Part 68 requirements; and
   (B) systems owned or leased by government agencies and nonprofit and for-profit entities;

(2) "multi-line telephone system operator" means an entity that owns,
leases, or rents from a third party, and operates a multi-line telephone system by which a caller may place a 911 call through a public switched network.