

HOUSE BILL NO. 385

IN THE LEGISLATURE OF THE STATE OF ALASKA
THIRTIETH LEGISLATURE - SECOND SESSION

BY REPRESENTATIVE GRENN

Introduced: 2/21/18

Referred: Community and Regional Affairs, Finance

A BILL

FOR AN ACT ENTITLED

1 **"An Act relating to multi-line telephone systems."**

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

3 * **Section 1.** AS 29.35.134 is amended to read:

4 **Sec. 29.35.134. Multi-line telephone systems.** A municipality may by
5 ordinance elect to require an enhanced 911 system from a multi-line telephone system.

6 **A municipality shall, unless provided otherwise by ordinance, require an**
7 **enhanced 911 system from a multi-line telephone system if, after January 1, 2019,**
8 **the system operator**

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

10 **(2) installs a new multi-line telephone system.** [A MULTI-LINE

11 TELEPHONE SYSTEM OPERATOR MUST ARRANGE TO UPDATE THE
12 AUTOMATIC LOCATION IDENTIFICATION DATABASE WITH AN
13 APPROPRIATE MASTER STREET ADDRESS GUIDE, VALID ADDRESS, AND
14 CALLBACK NUMBER FOR EACH MULTI-LINE TELEPHONE SYSTEM
15 TELEPHONE, SO THAT THE LOCATION INFORMATION SPECIFIES THE

1 EMERGENCY RESPONSE LOCATION OF THE CALLER. A MULTI-LINE
 2 TELEPHONE SYSTEM OPERATOR IS CONSIDERED TO BE IN COMPLIANCE
 3 WITH THIS SECTION WHEN THE MULTI-LINE TELEPHONE SYSTEM
 4 COMPLIES WITH ENHANCED 911 GENERALLY ACCEPTED INDUSTRY
 5 STANDARDS AS DEFINED BY THE REGULATORY COMMISSION OF
 6 ALASKA. FOR PURPOSES OF THIS SECTION,

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

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

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

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

30 (5) "MULTI-LINE TELEPHONE SYSTEM OPERATOR" MEANS
 31 AN ENTITY THAT OWNS, LEASES, OR RENTS FROM A THIRD PARTY, AND

1 OPERATES A MULTI-LINE TELEPHONE SYSTEM THROUGH WHICH A
 2 CALLER MAY PLACE A 911 CALL THROUGH A PUBLIC SWITCHED
 3 NETWORK.]

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

5 (b) A multi-line telephone system required under (a) of this section must allow
 6 a caller to call 911 by dialing 911 directly without an additional code, digit, prefix,
 7 postfix, or trunk-access code. The operator of a multi-line telephone system exempt
 8 under (a) of this section that does not allow for direct 911 dialing shall post, in a
 9 visible place not more than five feet from each telephone that is connected to the
 10 multi-line telephone system, a notice that

11 (1) states that 911 services cannot be accessed by dialing 911 directly
 12 on the telephone;

13 (2) indicates how a caller may access 911 services through the
 14 telephone;

15 (3) is printed in contrasting colors in a bold font not smaller than 16
 16 points;

17 (4) includes the following information, as applicable, about the
 18 location of the telephone:

19 (A) the street address and business name;

20 (B) the office, unit, or building number;

21 (C) the room number or equivalent designation.

22 (c) A 911 call made using a multi-line telephone system required under (a) of
 23 this section must provide to the public safety answering point receiving the call
 24 verified automated number and location information for the call, including

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

26 (2) the direct callback telephone number;

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

28 (4) the room number or equivalent designation;

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

31 (6) if the multi-line telephone system operates for more than one

1 building,

2 (A) the building number or equivalent designation; and

3 (B) the building floor.

4 (d) The operator of a multi-line telephone system required under (a) of this
5 section must ensure that the system has a location database that stores the information
6 required under (c) of this section and that the system is updated

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

8 (2) within one business day after completion of any changes to the
9 physical characteristics of the facility where the system is used or changes to the
10 system, not including changes incurred during the installation of the system.

11 (e) Information in a location database created under (c) of this section

12 (1) is owned by the multi-line telephone system operator that supplied
13 the information;

14 (2) may not be required to be shared with another person, except as
15 required by law; and

16 (3) may not be used by a public safety answering point for any purpose
17 except to facilitate an emergency response to a 911 call.

18 (f) The Regulatory Commission of Alaska may adopt regulations to
19 implement and enforce this section.

20 (g) In this section,

21 (1) "multi-line telephone system" includes

22 (A) a network or premises-based telephone system

23 (i) installed at an end-use location that uses common
24 control units, common telephone, and common control hardware and
25 software to provide a connection to the public;

26 (ii) such as Centrex, Voice over Internet Protocol, and
27 PBX, Hybrid, and Key Telephone Systems, as classified by the Federal
28 Communications Commission under 47 C.F.R. 68 requirements; and

29 (B) systems owned or leased by government agencies and
30 nonprofit and for-profit entities;

31 (2) "multi-line telephone system operator" means an entity that owns,

1 leases, or rents from a third party, and operates a multi-line telephone system by which
2 a caller may place a 911 call through a public switched network.