

**CS FOR HOUSE BILL NO. 385(CRA)**

IN THE LEGISLATURE OF THE STATE OF ALASKA

THIRTIETH LEGISLATURE - SECOND SESSION

BY THE HOUSE COMMUNITY AND REGIONAL AFFAIRS COMMITTEE

Offered: 3/23/18

Referred: Finance

Sponsor(s): REPRESENTATIVE GRENN

**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  
6 telephone system **operator to comply with this section if, after January 1, 2019, the**  
7 **system operator**

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

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

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

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

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

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

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

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

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

1 CALLER MAY PLACE A 911 CALL THROUGH A PUBLIC SWITCHED  
2 NETWORK].

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

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

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

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

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

13 (B) the direct callback telephone number;

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

15 (D) the room number or equivalent designation;

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

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

20 (i) building number or equivalent designation; and

21 (ii) building floor; and

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

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

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

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

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

1 (2) may not be shared, except as required by law; and  
2 (3) may not be used by a public safety answering point for any purpose  
3 except to facilitate an emergency response to a 911 call.

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

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

10 (2) indicates how a caller may access 911 services through the  
11 telephone;

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

14 (4) includes the following information, as applicable, about the  
15 location of the telephone:

16 (A) the street address and business name;

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

18 (C) the room number or equivalent designation.

19 (e) In this section,

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

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

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

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