

1 **EMERGENCY TELEPHONE SERVICE AMENDMENTS**

2 2017 GENERAL SESSION

3 STATE OF UTAH

4 **Chief Sponsor: Wayne A. Harper**

5 House Sponsor: V. Lowry Snow

7 **LONG TITLE**

8 **General Description:**

9 This bill amends and enacts provisions related to 911 services.

10 **Highlighted Provisions:**

11 This bill:

- 12 ▶ defines terms;
- 13 ▶ provides an applicability date;
- 14 ▶ requires certain multi-line telephone systems to provide certain information to a
- 15 public safety answering point; and
- 16 ▶ requires a multi-line telephone system to be capable of accessing 911 services
- 17 directly.

18 **Money Appropriated in this Bill:**

19 None

20 **Other Special Clauses:**

21 None

22 **Utah Code Sections Affected:**

23 ENACTS:

24 **69-5-101**, Utah Code Annotated 1953

25 **69-5-102**, Utah Code Annotated 1953

26 **69-5-201**, Utah Code Annotated 1953

27 **69-5-202**, Utah Code Annotated 1953

28 **69-5-203**, Utah Code Annotated 1953

29 [69-5-204](#), Utah Code Annotated 1953

30 [69-5-205](#), Utah Code Annotated 1953

31

32 *Be it enacted by the Legislature of the state of Utah:*

33 Section 1. Section **69-5-101** is enacted to read:

34 **CHAPTER 5. ENHANCED 911 FOR MULTI-LINE TELEPHONES**

35 **69-5-101. Title.**

36 This chapter is known as "Enhanced 911 for Multi-Line Telephones."

37 Section 2. Section **69-5-102** is enacted to read:

38 **69-5-102. Definitions.**

39 As used in this chapter:

40 (1) "Lodging establishment" means the same as that term is defined in Section
41 [29-2-102.](#)

42 (2) "Multi-line telephone system" means a network- or premises-based telephone
43 system installed at an end-use location that uses common control units, common telephones,
44 and common control hardware and software to provide a connection to the public switched
45 network to multiple end-users at the end-use location.

46 Section 3. Section **69-5-201** is enacted to read:

47 **69-5-201. Applicability.**

48 An owner or operator of a multi-line telephone system is required to comply with this
49 chapter if, after July 1, 2017, the owner:

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

51 (2) installs a new multi-line telephone system.

52 Section 4. Section **69-5-202** is enacted to read:

53 **69-5-202. Location identification information shared with public safety answering**
54 **point.**

55 An owner or operator of a multi-line telephone system shall configure the multi-line

56 telephone system in such a manner that, when an individual makes a 911 call using the
57 multi-line telephone system, the multi-line telephone system automatically provides the public
58 safety answering point that receives the call verified automated number information and
59 automated location information that includes:

60 (1) the street address, and, if applicable, the business name, of the location of the
61 communications device from which the call is made;

62 (2) the direct call-back telephone number for the location from which the call is made;

63 (3) any applicable office, unit, or building number of the location from which the call
64 is made;

65 (4) the room number, or other equivalent designation, of the location from which the
66 call is made; and

67 (5) (a) if the multi-line telephone system operates for a multi-story building, the
68 building floor from which the call is made; and

69 (b) if the multi-line telephone system operates for two or more buildings:

70 (i) the building number, or other equivalent designation, of the location from which the
71 call is made; and

72 (ii) the building floor from which the call is made.

73 Section 5. Section **69-5-203** is enacted to read:

74 **69-5-203. Emergency location information for a lodging establishment.**

75 A lodging establishment that owns or operates a multi-line telephone system shall
76 configure the multi-line telephone system in such a manner that, when an individual makes a
77 911 call through the multi-line telephone system, the multi-line telephone system will
78 automatically:

79 (1) send the public safety answering point that receives the call:

80 (a) if the lodging establishment contains more than one occupied building, the building
81 number, or other equivalent designation, of the location from which the call is made; and

82 (b) the room number, or other equivalent designation, from which the call is made; or

83 (2) connect the individual, the public safety answering point, and an individual that is
84 designated by the lodging establishment to provide the public safety answering point:

85 (a) if the lodging establishment contains more than one occupied building, the building
86 number, or other equivalent designation, of the location from which the call is made; and

87 (b) the room number, or other equivalent designation, of the location from which the
88 call is made.

89 Section 6. Section **69-5-204** is enacted to read:

90 **69-5-204. Location database -- Updates.**

91 (1) An owner or operator of a multi-line telephone system shall ensure that the
92 multi-line telephone system has a location database that stores the information a multi-line
93 telephone system is required to provide to a public safety answering point under this chapter
94 that is accurately updated:

95 (a) as soon as practicable after the multi-line telephone system is installed; or

96 (b) within one business day of the completion of any changes to the physical
97 characteristics of the facility where the multi-line telephone system is used or changes to the
98 multi-line telephone system, not including changes incurred during an installation described in
99 Subsection (1)(a).

100 (2) The information in a location database described in Subsection (1):

101 (a) is owned by the multi-line telephone system owner or operator that supplied the
102 information; and

103 (b) except as required by state law, is not required to be shared with another person.

104 (3) A public safety answering point may not use the information supplied from a
105 database described in Subsection (1) for a purpose other than to facilitate an emergency
106 response to a 911 call.

107 Section 7. Section **69-5-205** is enacted to read:

108 **69-5-205. Direct 911 dial for multi-line telephone systems -- Notice.**

109 (1) An owner or operator of a multi-line telephone system shall configure a multi-line

110 telephone system in a manner that allows an individual to place a 911 call by dialing the digits
111 9-1-1 without an additional code, digit, prefix, postfix, or trunk-access code.

112 (2) A person that is exempt from this chapter under Section 69-5-201 that has not
113 complied with Subsection (1) shall post, in a visible place within five feet of each telephone
114 that is connected to the multi-line telephone system, a notice that:

115 (a) states that the phone may not be used to directly access 911 services by dialing
116 9-1-1;

117 (b) indicates how an individual may access 911 services through the telephone;

118 (c) is printed in contrasting colors in at least 16-point boldface type; and

119 (d) includes the following information for the location of the telephone:

120 (i) the street address, and, if applicable, the business name, of the location of the
121 telephone;

122 (ii) any applicable office, unit, or building number of the location of the telephone; and

123 (iii) an applicable room number, or other equivalent designation, of the location of the
124 telephone.