

Effective 5/9/2017

**Chapter 5
Enhanced 911 for Multi-line Telephones**

**Part 1
General Provisions**

69-5-101 Title.

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

Enacted by Chapter 200, 2017 General Session

69-5-102 Definitions.

As used in this chapter:

- (1) "Lodging establishment" means the same as that term is defined in Section 29-2-102.
- (2) "Multi-line telephone system" means a network- or premises-based telephone system installed at an end-use location that uses common control units, common telephones, and common control hardware and software to provide a connection to the public switched network to multiple end-users at the end-use location.

Enacted by Chapter 200, 2017 General Session

**Part 2
Requirements for a Multi-Line Telephone System Owner or Operator**

69-5-201 Applicability.

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

- (1) upgrades an existing multi-line telephone system; or
- (2) installs a new multi-line telephone system.

Enacted by Chapter 200, 2017 General Session

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

An owner or operator of a multi-line telephone system shall configure the multi-line telephone system in such a manner that, when an individual makes a 911 call using the multi-line telephone system, the multi-line telephone system automatically provides the public safety answering point that receives the call verified automated number information and automated location information that includes:

- (1) the street address, and, if applicable, the business name, of the location of the communications device from which the call is made;
- (2) the direct call-back telephone number for the location from which the call is made;
- (3) any applicable office, unit, or building number of the location from which the call is made;
- (4) the room number, or other equivalent designation, of the location from which the call is made;
- and
- (5)

- (a) if the multi-line telephone system operates for a multi-story building, the building floor from which the call is made; and
- (b) if the multi-line telephone system operates for two or more buildings:
 - (i) the building number, or other equivalent designation, of the location from which the call is made; and
 - (ii) the building floor from which the call is made.

Enacted by Chapter 200, 2017 General Session

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

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

- (1) send the public safety answering point that receives the call:
 - (a) if the lodging establishment contains more than one occupied building, the building number, or other equivalent designation, of the location from which the call is made; and
 - (b) the room number, or other equivalent designation, from which the call is made; or
- (2) connect the individual, the public safety answering point, and an individual that is designated by the lodging establishment to provide the public safety answering point:
 - (a) if the lodging establishment contains more than one occupied building, the building number, or other equivalent designation, of the location from which the call is made; and
 - (b) the room number, or other equivalent designation, of the location from which the call is made.

Enacted by Chapter 200, 2017 General Session

69-5-204 Location database -- Updates.

- (1) An owner or operator of a multi-line telephone system shall ensure that the multi-line telephone system has a location database that stores the information a multi-line telephone system is required to provide to a public safety answering point under this chapter that is accurately updated:
 - (a) as soon as practicable after the multi-line telephone system is installed; or
 - (b) within one business day of the completion of any changes to the physical characteristics of the facility where the multi-line telephone system is used or changes to the multi-line telephone system, not including changes incurred during an installation described in Subsection (1)(a).
- (2) The information in a location database described in Subsection (1):
 - (a) is owned by the multi-line telephone system owner or operator that supplied the information; and
 - (b) except as required by state law, is not required to be shared with another person.
- (3) A public safety answering point may not use the information supplied from a database described in Subsection (1) for a purpose other than to facilitate an emergency response to a 911 call.

Enacted by Chapter 200, 2017 General Session

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

- (1) An owner or operator of a multi-line telephone system shall configure a multi-line telephone system in a manner that allows an individual to place a 911 call by dialing the digits 9-1-1 without an additional code, digit, prefix, postfix, or trunk-access code.
- (2) A person that is exempt from this chapter under Section 69-5-201 that has not complied with Subsection (1) shall post, in a visible place within five feet of each telephone that is connected to the multi-line telephone system, a notice that:
 - (a) states that the phone may not be used to directly access 911 services by dialing 9-1-1;
 - (b) indicates how an individual may access 911 services through the telephone;
 - (c) is printed in contrasting colors in at least 16-point boldface type; and
 - (d) includes the following information for the location of the telephone:
 - (i) the street address, and, if applicable, the business name, of the location of the telephone;
 - (ii) any applicable office, unit, or building number of the location of the telephone; and
 - (iii) an applicable room number, or other equivalent designation, of the location of the telephone.

Enacted by Chapter 200, 2017 General Session