LONG TITLE

General Description:
This bill amends and enacts provisions related to 911 services.

Highlighted Provisions:
This bill:
- defines terms;
- provides an applicability date;
- requires certain multi-line telephone systems to provide certain information to a public safety answering point; and
- requires a multi-line telephone system to be capable of accessing 911 services directly.

Money Appropriated in this Bill:
None

Other Special Clauses:
None

Utah Code Sections Affected:
ENACTS:

69-5-101, Utah Code Annotated 1953
69-5-102, Utah Code Annotated 1953
69-5-201, Utah Code Annotated 1953
69-5-202, Utah Code Annotated 1953
69-5-203, Utah Code Annotated 1953
Be it enacted by the Legislature of the state of Utah:

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

CHAPTER 5. ENHANCED 911 FOR MULTI-LINE TELEPHONES

69-5-101. Title.

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

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


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.

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

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.

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

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.

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

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.
Section 6. Section 69-5-204 is enacted to read:
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.
Section 7. Section 69-5-205 is enacted to read:
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.