

Representative V. Lowry Snow proposes the following substitute bill:

EMERGENCY TELEPHONE SERVICE AMENDMENTS

2017 GENERAL SESSION

STATE OF UTAH

Chief Sponsor: Wayne A. Harper

House Sponsor: V. Lowry Snow

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



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

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

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

34 **69-5-101. Title.**

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

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

37 **69-5-102. Definitions.**

38 As used in this chapter:

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

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

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

46 **69-5-201. Applicability.**

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

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

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

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

52 **69-5-202. Location identification information shared with public safety answering**
53 **point.**

54 An owner or operator of a multi-line telephone system shall configure the multi-line
55 telephone system in such a manner that, when an individual makes a 911 call using the
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 and 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. Maintenance of address information.**

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.**

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.