

**MASSACHUSETTS STATE 911 DEPARTMENT ANNOUNCEMENT REGARDING
MULTI-LINE TELEPHONE SYSTEM REGULATIONS**

The State 911 Department is pleased to announce the adoption of regulations governing enhanced 911 service for multi-line telephone systems.

The regulations require that, beginning July 1, 2009, any new or substantially renovated multi-line telephone system (often referred to as “PBX” or “centrex” systems) shall provide the same level of enhanced 911 service that is provided to others in Massachusetts. The regulations require that the operator of a multi-line telephone system provide a sufficiently precise indication of a caller’s location so that emergency response services may be dispatched to the specific location of the caller in an effort to increase response times and help save lives and property.

Additional information is available on the State 911 Department website at www.mass.gov/e911 under the Multi-Line Telephone System Regulations Information and Resources link, including copies of the regulations, a summary of the regulations, and answers to frequently asked questions concerning the regulations. Questions may be directed to the State 911 Department by e-mail at MLTS911@state.ma.us or by telephone at 508-828-2911. For technical questions, ask for Tom Ashe, Deputy Director or for legal questions ask for Michael Kass, General Counsel.