

**REMINDER NOTICE TO PUBLIC SAFETY ANSWERING POINTS REGARDING
MULTI-LINE TELEPHONE SYSTEM REGULATIONS**

This is a reminder that, effective July 1, 2009, the State 911 Department adopted regulations governing enhanced 911 service for multi-line telephone systems (“the MLTS regulations”).

The MLTS regulations require that, beginning July 1, 2009, any new or substantially renovated multi-line telephone system (often referred to as “PBX” systems) shall provide the same level of enhanced 911 service that is provided to others in Massachusetts. The MLTS regulations require that the operator of the multi-line telephone system shall 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.

As part of its ongoing outreach efforts to educate the public of the MLTS regulations and in an effort to ensure ongoing compliance with the MLTS regulations, the State 911 Department would like to remind public safety answering points (“PSAPs”) that the regulations permit primary and regional PSAPs to require the operator of the multi-line telephone system to conduct testing to confirm that the multi-line telephone system provides the same level of enhanced 911 service that is provided to others in Massachusetts. Please notify the State 911 Department by e-mail at MLTS911@state.ma.us of any discrepancies or compliance issues so that the State 911 Department may work with the PSAP and the multi-line telephone system operator to resolve the matter. Additional information regarding the MLTS regulations is available on the State 911 Department website at www.mass.gov/e911.

Thank you for your continued attention to this important public safety matter.