

SUMMARY OF MULTI-LINE TELEPHONE SYSTEM REGULATIONS

The regulations require that, beginning July 1, 2009, each operator of a new or substantially renovated multi-line telephone system (“MLTS”) shall provide the same level of enhanced 911 service that is provided to others in Massachusetts, including (1) a call back number; and (2) automatic location information to the station level, or an Emergency Response Location (“ERL”) identifier. For structures or buildings located in the Commonwealth, such information shall be transmitted to the appropriate jurisdictional Public Safety Answering Point (“PSAP”).

The regulations set forth the minimum requirements that must be met depending upon the type of MLTS operator. For a business or entity MLTS and a governmental agency MLTS, the operator shall transmit to the PSAP the street address and at least the building and floor location of the caller. The regulations set forth additional requirements that apply to the business or entity MLTS or governmental agency MLTS depending upon the square footage of the workspace, number of stations, and configuration of the buildings. Hotel/motel MLTS operators and school MLTS operators are required to ensure that the MLTS clearly identifies the street address and that a unit identifier of the caller is provided through delivery to the PSAP of automatic number identification, an ERL identifier, or both, so that the PSAP has the ability to retrieve the automatic location identification.

Copies of the regulations are available on the State 911 Department website at www.mass.gov/e911. Questions may be directed to the State 911 Department by e-mail at MLTS911@state.ma.us or by telephone at (508) 828-2911.