**Non-Compliant MLTS Registry (as of 7-31-24)**

**List of Companies, Organizations, Products and Services that Do Not Meet MA State 911 Regulations**

**Key to Abbreviations:** CBN = Call Back Number, CR = Call Retention, DD = Direct Dialing,

DL = Dispatchable Location, MRC = Misrouted Call, PNC = Provided Non-Compliant MLTS,

PV = Failure to Pre-Validate

**For a complete description of the MLTS Issue, right click on the abbreviation and then click on “Open Hyperlink”.**

**Communication Service Providers (CSPs)**

Bandwidth [PV](#PV), [DL](#DL) / [Not Cooperating](#Uncooperative)

Everbridge Red Sky [PV](#PV) / [Working Towards Compliance](#Cooperating)

Intrado [PV](#PV), [PNC](#PNC), [DL](#DL) / [Not Cooperating](#Uncooperative)

Intrado (Bridgewater State U) [PV](#PV), [PNC](#PNC), [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Intrado (Pembroke Hospital) [PV](#PV), [DL](#DL) / [Not Cooperating](#Uncooperative)

NWN Carousel / Uxbridge [PNC](#PNC) / [Not Cooperating](#Uncooperative)

Schools

Sinch Inteliquent [PV](#PV) / [Working Towards Compliance](#Cooperating)

Telco Experts [DL](#_top), [CBN](#CB) [/ Not Cooperating](#Uncooperative)

Tidal Communications [PV](#PV) / [Working Towards Compliance](#Cooperating)

VoIP Innovations / Sangoma [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Technologies (P&S Construction)

Windstream Communications [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

(Hampshire College)

Windstream Communications [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

(Quincy Health & Rehab)

Windstream Communications [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

(Mosquito Shield)

**MLTS Owner / Operators**

**Entity** **MLTS Issue /** **Status**

508 Dentist [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

APDerm / Dermatology [DL](#DL), [CBN](#CB), [MRC](#MRC) / [Working Towards Compliance](#Cooperating)

Professionals No. Attleboro

Arden Place (Texas) [DL](#DL), [CBN](#CB), / [Not Cooperating](#Uncooperative)

Arlington, Town of[DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Athena Health Care Systems / [DL](#DL), [CBN](#CB), [DD](#DD) / [Not Cooperating](#Uncooperative)

Webster Manor

Athena Healthcare Systems / [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Lanessa Extended Care

Athena Healthcare Systems / [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Highview Northampton

Athena Healthcare Systems / [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Southeast Rehab

Autopart International / Norton [DD](#DD) / [Not Cooperating](#Uncooperative)

Attleboro Norton YMCA / [DL](#DL), [DD](#DD) / [Working Towards Compliance](#Cooperating)

Norton Outdoor Center

Ayer Shirley Regional School [DL](#DL), [CBN](#CB), [Not Cooperating](#Uncooperative)

District

Bancroft School[DL](#DL), [DD](#DD), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Bank of Easton [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Banyan Treatment Center / [DL](#DL) / [Not Cooperating](#Uncooperative)

Winchendon

Baystate Health / Baystate [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Wing Hospital

Bear Mountain Healthcare / [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Chestnut Hill

Bear Mountain Healthcare / [DL](#DL), [CB](#CB)N, / [Not Cooperating](#Uncooperative)

Country Gardens

Behavioral Health Network [DL](#DL), [CBN](#CB), / [Working Towards Compliance](#Cooperating)

Belchertown, Town of [DL](#DL), [CBN](#First_Notice_Sent) / [Not Cooperating](#Uncooperative)

Belmont Public Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Best Western Hotel / North [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Attleboro

Beth Israel Lahey Health System/ [DL](#DL) / [Working](#Cooperating) Towards [Compliance](#Cooperating)

Beth Israel Deaconess Medical Ctr.

Beth Israel Lahey / Jordan Hospital [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Boston IVF [DL](#DL), [CBN](#CB), [MRC](#MRC) / [Working Towards Compliance](#Cooperating)

Boston Medical Center [DL](#DL), [CB](#CB)N / [Working Towards Compliance](#Cooperating)

Bozzuto Management / The [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Sylvan (Foxborough)

Bridgewater State University [DL](#DL), [CBN](#CB) / [Working](#Cooperating) Towards Compliance

Cape Cod Healthcare / [DL](#DL), [CB](#CB)N / [Working](#Cooperating) Towards Compliance

Fontaine Medical Center

Citizens Bank 4X [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

(2022 incident, three 2023 incidents

Clean Harbors [DL](#DL), [CBN](#CB), [MRC](#MRC) / [Working Towards Compliance](#Cooperating)

Clinton Savings Bank [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Comfort Inn Foxborough [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Community Health Center of [DL](#DL), [CBN](#CB) [/ Working Towards Compliance](#Cooperating)

Franklin County

Corigin Management /The Enclave [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

at Mansfield

Cheverus School (The) [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Crystal Springs School [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

CVS Pharmacy, Clinton [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

CVS Pharmacy, Spencer [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Devereux Advanced Behavioral [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Health, Rutland

EG America (2023 incident) [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Eagle Hill School [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Emerson Health System /[DL](#DL), [CBN](#CB), [MRC](#MRC) / [Not Cooperating](#Uncooperative)

Emerson Hospital

Encompass Health / Fairlawn [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Rehabilitation Hospital

enVision Hotel & Conference [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Center

Expanding Horizons Children’s [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Center

Framingham State University [CR](#CR) / [Working Towards Compliance](#Cooperating)

Golf Club at Turner Hill (The) [DL](#DL), [CBN](#CB), / [Working Towards Compliance](#Cooperating)

Gosnold Behavioral Health [MRC](#MRC), [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Greystar Real Estate Partners, LLC / [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

West Village Apartments Mansfield

Hampshire College [DL](#DL), [CB](#CB)N / [Working](#Cooperating) Towards Compliance

Hampton Inn, Foxborough [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Hampton Inn, Hadley [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Hampton Inn, North Attleboro/ [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Jamsan Corp.

Hannaford Supermarket/ [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Clinton, MA

Harbor One Bank / Mansfield [DL](#DL), [MRC](#MRC), [CB](#CB), [DD](#DD) / [First Notice Sent](#First_Notice_Sent)

Harbor View Hotel, Edgartown [DD](#DD), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Hatfield Public Schools [DD](#DD), [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Hingham Public Schools [DL](#DL), [CBN](#CB), [MRC](#MRC) / [Not Cooperating](#Uncooperative)

Hockomock Area YMCA [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Holbrook Public Schools [DL](#DL) / [CBN](#CB) /[Working Towards Compliance](#Cooperating)

Holyoke Medical Center [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Industrial Packaging [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Innovation Academy Charter [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

School, Tyngsborough

Integritus Healthcare, Bourne [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Manor, Buzzard’s Bay

Integritus Healthcare / Charlene [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Manor, Greenfield

Integritus Healthcare / Fairview [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Commons, Great Barrington

Integritus Healthcare / Hillcrest [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Commons, Pittsfield

Integritus Healthcare / Mount [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Greylock Extended Care, Pittsfield

Integritus Healthcare / Williamstown [DL](#DL) / [Working Towards Compliance](#Cooperating)

Commons, Williamstown

JGS Lifecare [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Jake n Joes Sports Grille [DL](#DL), [CBN](#CB), [MRC](#MRC) / [Working Towards Compliance](#Cooperating)

Jones Street Investment Partners/ [CBN](#CB) / [Working Towards Compliance](#Cooperating)

East Main Street Apartments Norton

Knights Inn, No. Attleboro [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

La Cucina Ristorante, No. Easton [DL](#DL), [CBN](#CB) /[Not Cooperating](#Uncooperative)

LCB Senior Living / Residences [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

at Great Woods / Norwood

Lowell General Hospital [DL](#DL), / [Working Towards Compliance](#Cooperating)

Lumen / Century Link Foxboro[DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Macy’s (Emerald Square Mall, [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

North Attleboro)

Malden Public School District [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Mansfield, Town of  [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Mansion House Inn / [DL](#DL), [CBN](#CB), [DD](#DD) / [Working Towards Compliance](#Cooperating)

Vineyard Haven

Marlborough Public School [DL](#DL), [CBN](#CB), / [Working Towards Compliance](#Cooperating)

District

Martha’s Vineyard Hospital[DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Martha’s Vineyard Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Martha’s Vineyard Shipyard [DL](#_top), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Match Charter School [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Meads Bay Hotel Group / [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

The Edgar Hotel

Meads Bay Hotel Group /[DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

The Morgan Hotel

Medfield Public Schools [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Mercy Hospital/ [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Trinity Health of New England

Merrimac, Town of [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Nashoba Valley Inn & Suites [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

New England Eye Center / Tufts [DL](#DL), [CB](#CB)N / [Working Towards Compliance](#Cooperating)

University School of Medicine

New England Orthopedic [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Surgeons

Newburyport Public Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Neurology Center of New England, PC [DL](#DL), [MRC](#MRC), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Newton Surgery [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Northborough & Southborough [DL](#_top), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Oak Bluffs Elementary School [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Oak Hill Country Day Camp [DL](#DL) / [Not Cooperating](#Uncooperative)

Optum / Reliant Medical [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Oxford Public Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Pathfinder Regional Vocational / [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Peak Physical Therapy[DL](#DL), [CBN](#CB), [MRC](#MRC) / [Working Towards Compliance](#Cooperating)

Pembroke Hospital [DL](#DL) / [Working Towards Compliance](#Cooperating)

Pentucket Regional School District [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Plymouth Public Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Quincy Health & Rehab [DL](#DL), [DD](#DD) / [Not Cooperating](#Uncooperative)

Red Roof Plus+, Mansfield [DL](#DL), [CBN](#CB), [DD](#DD), / [Working Towards Compliance](#Cooperating)

Red Roof Inn, Sutton [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Residence Inn by Marriott (Foxboro) [DL](#DL) / [Working Towards Compliance](#Cooperating)

Rockridge Retirement Community [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Santander Bank / Dorchester [DL](#DL) / [Working Towards Compliance](#Cooperating)

Schneider Electric (Invensys) [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Foxboro

Seekonk Public Schools [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Servicenet [DL](#DL) / [Not Cooperating](#Uncooperative)

Southwood at Norwell Nursing [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Center

South Mountain Healthcare &[DL](#DL), [MRC](#MRC) / [Not Cooperating](#Uncooperative)

Rehabilitation (Vauxhall, NJ)

Spiegel Center (The) / Newton [DL](#_top), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Surgery Center

St. Patrick’s Manor [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Star Dental (Chicopee) [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Steward Medical Group (No. Easton) [DL](#DL), [DD](#DD) / [First Notice Sent](#First_Notice_Sent)

Stonehill College (2021) [DL](#DL) / [Working](#Cooperating) Towards Compliance

Stonehill College (2023) [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Stop and Shop / Edgartown, [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Vineyard Haven, Spencer

Sutton Public School District [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Taunton School District [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Tisbury, Town of [DL](#DL), [CBN](#CB) / [Working Toward Compliance](#Cooperating)

Trinity Health of New England [DL](#DL), [CBN](#CB), / [Working Towards Compliance](#Cooperating)

Triton Regional School District [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Tufts Medical Center [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Tyngsborough, Town of [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

University of Massachusetts [CR](#CR) / [Working Towards Compliance](#Cooperating)

Boston

UMass Memorial [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

UMass Memorial / Clinton [DL](#DL), [CB](#CB), / [Working Towards Compliance](#Cooperating)

Hospital

US Renal Care / Foxboro [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Uxbridge School District [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Uxbridge, Town of [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Wachusett Regional School District [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Walmart, Whitinsville MA [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

West Boylston Public Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

West Newbury, Town of [DL](#_top), [CBN](#CB) / [Not Cooperating](#Uncooperative)

Westfield Public Schools [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Westfield State University [DL](#DL) / [Working Towards Compliance](#Cooperating)

Willimansett Center [DL](#DL), [CBN](#_top), / [Not Cooperating](#Uncooperative)

Windsor Communities [DL](#DL), [CBN](#CB) / [Working Towards Compliance](#Cooperating)

Xfinity Center [DL](#DL), [CBN](#CB) / [Not Cooperating](#Uncooperative)

**MLTS Non-Compliance Issue Categories**

**“CBN”** refers to: **Call Back Number.** A number used by a PSAP to contact the location from which the 911 call was placed. This number shall allow a call from the PSAP to reach the station used to originate the 911 call, or the number of a switchboard operator, attendant, or other designated on-site individual with the ability to direct emergency responders to the 911 caller's location 24 hours per day, seven days per week, 365 days per year.

**“CR”** refers to: **Call Retention**. 911 calls are not being automatically routed to the PSAP of Jurisdiction but are being retained at the entity’s location.

**“DD”** refers to: **Direct Dialing**: A person engaged in owning, managing, configuring or operating a multi-line telephone system that provides outbound dialing capability or access shall configure the system to allow a person initiating a 9-1-1 call on the system to directly access 9-1-1 service by dialing in order the digits 9, 1, and 1 without an additional code, digit, prefix, postfix, or trunk-access code. All non-compliant devices that provide outbound dialing capacity or access must have immediately adjacent to, and optionally on, the device an instructional sticker instructing the user how to access 9-1-1 service. The instructional sticker must be printed in at least 12-point boldface type, in a contrasting color using a font that is easily readable and is written in English and Spanish.

**“DL”** refers to: **Dispatchable Location Information**. The location delivered to the PSAP with a 911 call that consists of the validated Location Database (LDB) street address of the calling party, plus additional location information such as: building name or number (if more than one building shares the same street address), floor number (if more than one floor), suite name or number, apartment name or number, and room name or number or similar location information necessary to adequately identify the location of the calling device. ERL Identifiers and Unit Identifiers are forms of dispatchable location information. For devices located in sleeping and/or living quarters, dispatchable location information shall include a room name or number.

**“MRC”** refers to: **Misrouted 911 Call**: 911 Call misrouted to the wrong PSAP because of incorrect or faulty location information.

**“PNC”** refers to: **Provided a Non-Compliant MLTS.** The entity provided an MLTS that was not compliant with the MLTS Regulations of the Commonwealth and/or the FCC on the day it went live.

**“PV”** refers to: **Failure to Pre-Validate** civic addresses. Civic addresses must be pre-validated against the Commonwealth’s Location Database (LDB) through the Location Validation Function (LVF).

**STATUS**

**“Working Towards Compliance”** refers to entities that have responded to either a First Notice of MLTS Non-Compliance Letter or a Second Notice of MLTS Non-Compliance Letter and are working towards compliance with the Commonwealth’s MLTS Regulations.

**“Not Cooperating”** refers to entities that either have not responded to a Second Notice of MLTS Non-Compliance sent via certified mail or have responded but are not making satisfactory progress in working towards compliance with the Commonwealth’s MLTS Regulations.

**“First Notice Sent”** refers to entities that recently have been identified as being non-compliant with the Commonwealth’s MLTS Regulations and have been sent a First Notice of MLTS Non-Compliance Letter to which they have not responded but are still within the 30-Day period allowed for a timely response.