Multi-line Telephone System (MLTS) Job Aid

Legislation, Key Terms, Test Call Processing

MLTS Test Call Answering Process for PSAPs

Usually, more than one test call will need to be placed. The process is the same as detailed below for each call needed from the MLTS/facility.

If the facility where the test call originated has any of the following, additional test calls must be placed:

- **More than one building** sharing an address: Ask them to make test calls from each building. Verbally detail any discrepancies.
- **More than one floor in a building**: Ask them to make test calls from multiple floors in each building. Verbally detail any discrepancies.
- **Sleeping rooms or residential facilities.** Ask them to make test calls from several rooms. Verbally document whether the correct room number is displayed.

1. **Direct Dial Confirmation**

   The person making the test call is required to identify themselves, their organization, and whether they were able to **Direct Dial 9-1-1.**

   If unable to Direct Dial, confirm if an instructional sticker is on or at every device regarding how to make a 9-1-1 call on that device.

   If the caller does not volunteer any of this information, ask them for it.

2. **Verification of Dispatchable Location Information**

   Read out loud to the caller the information displayed.

   If no Dispatchable Location Information is displayed to you, tell the caller.

   Verify information displayed including:
   - ANI and ALI
   - Call Back Number
   - Street address, including city/town and state
   - Any **Dispatchable Location Information** displayed

Checklist of Key Questions to Ask When Verifying Location

☐ **Ask what address are you calling from?** Verbally indicate any discrepancies between what is displayed and what the caller states.

☐ **Ask if more than one building shares that address?** If yes, ask the caller for a building name or number and then verbally verify that the information displayed on the screen matches the information provided by the caller. Verbally review all discrepancies with the caller with specificity.

☐ **Ask if the building(s) have more than one floor?** If yes, ask the caller for a floor number or identifier and then verbally verify that the information displayed on the screen matches the information provided by the caller. Verbally review all discrepancies with the caller with specificity.

☐ **Ask what type of facility the call was made from?**
For example, is it an office building, warehouse, hotel, hospital, school, college campus, nursing home, etc.?

☐ **Ask if the facility contains any sleeping rooms or living quarters?**

☐ **Ask the caller for the telephone number of the device that made the call.**
Verbally verify the response matches the **Call Back Number** displayed on the screen. Tell the caller you are going to call that number back after the test call is completed, and to wait for the call back. Then, callback the number to determine if it rings the device that made the test call.

Legislation for MLTS

Each manufacturer, seller, installer, manager, or operator of a multi-line telephone system shall act in compliance with Kari's Law and Ray Baum's Act, to ensure that anyone, anywhere can reach emergency services. The requirements apply to businesses, hotels, college campuses, schools, municipalities, and large companies. The Commonwealth's version of Kari's Law 560 CMR 4.04(c) requires that **all** MLTS systems be capable of dialing 911 directly or have an instructional sticker be attached to each device capable of making a 911 call.

MLTS Requirements:

- **Dialing only 9-1-1 (no extra digits)**: All MLTS to allow 9-1-1 calls through without having to dial any additional digit, code, prefix, post-fix or "dial out" number, including any trunk-access code such as the digit 9.
- **Provide a dispatchable location of the caller to the PSAP:** Ensuring critical location data is provided with that call (as identified in the Dispatchable Location section below), in accordance with 560 CMR 4.04(c).

Key MLTS Terms to Know:

Direct Dialing 9-1-1: Callers must be able to dial only the digits 9-1-1 without any other digits to initiate a 9-1-1 call. If an MLTS is not capable of direct dialing 9-1-1, then an instructional sticker must be placed on or at every device capable of initiating a 9-1-1 call. The instructional sticker must be written in English and Spanish and must instruct callers exactly how to make a 9-1-1 call on that device.

Dispatchable Location Information: A form of Supplemental Location Information that pinpoints the location of the device that made the 9-1-1 call so that first responders can be dispatched to the precise location of the caller. What is necessary to meet this requirement can vary according to actual circumstances relative to the location.

- If more than one building shares a common street address, then a building name or number must be transmitted with the call.
- If any building has more than one floor, then a floor number or identifier must be transmitted with the call.
- For large buildings, a suite name or number and/or a room name or number must be transmitted with the call.
- If a building contains any residential suites and/or sleeping rooms, the suite name and/or room number must be transmitted with the call.

Call Back Number: A call back number must be transmitted with every 9-1-1 call. A call back number is the telephone number of the device that initiated the 9-1-1 call (not necessarily the ANI). The call back number presented at the PSAP, if called back, it must ring the actual device that initiated the 9-1-1 call.

Notification: (this only applies to MLTS purchased, leased, put into service, or upgraded after January 6, 2020). The MLTS must provide notification that a 9-1-1 call has been made to a pre-designated device at a pre-designated location. The notification must be initiated simultaneously with the 9-1-1 call. Personnel must be present at the designated location 24/7/365 and must be able to direct first responders to the actual location of the device that made the 9-1-1 call.