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RE: **Minnesota State Statute § 403.15**

Dear Multi Line System Owner:

Minnesota Statutes § 403.15 requires that multiline telephone systems comply with certain 9-1-1 system requirements for the safety of building occupants. I have included a copy of that law for your convenience. In order to ensure that 9-1-1 calls are presented with a call back number and precise location information, as well as to prevent 9-1-1 calls from being misrouted, your multiline telephone system must be configured to satisfy the requirements set forth in the statute.

The State of Minnesota 9-1-1 system depends on receiving accurate information in order to route 9-1-1 calls properly. When 9-1-1 calls misroute, and/or when a 9-1-1 call is received in a 9-1-1 call center containing inaccurate location information or containing no location information at all, the emergency response may be delayed, putting your building occupants at risk. This becomes critically important if the emergency caller is unable to speak or is not able to accurately describe where they are to the 9-1-1 call taker.

If you or your telephone system maintenance vendor would like assistance to ensure your system is configured correctly to work with the State of Minnesota 9-1-1 system, please contact me directly. I will facilitate a meeting with the 9-1-1 center representatives and the 9-1-1 service provider to set up testing and deal with your 9-1-1 multiline telephone system issues.

Sincerely,

Dana Wahlberg

State of MN 9-1-1 Program Manager

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