

FREQUENTLY-ASKED QUESTIONS FOR PBX/MLTS
Minnesota Legislation

➤ **When will I need to be compliant?**

For the education piece, right away – see next question.

➤ **What user education efforts need to be conducted?**

You must demonstrate or otherwise inform each new telephone system user how to call for emergency assistance from that particular phone system. Some examples would be employee training, stickers, placards, etc.

➤ **How is the list of existing (and future) PBXs and MLTSs to be established and maintained?**

There is no “list” per se. Each PBX operator is responsible to meet the requirements, just as they need to install smoke detectors.

➤ **Does the term “multi-station” also refer to Centrex services provided by phone companies?**

MLTS includes Centrex-type services.

➤ **If phone customers perform their own move, add or change activities, etc., who is responsible for updating that information for purposes of compliance and how does such information get updated to the 911 database?**

QWEST and other telcos have tariffed and are currently providing PS/ALI (private switch automatic location identification)

➤ **Where will PBX Centrex owners send information? How do they find out? How often do they need to send information to the appropriate phone system operator? Who/what is my PSAP?**

If PBX or Centrex operators determine they need to submit info to the 911 database, they should discuss formats and content of the info with the PSAP service the area, and with the 911 service provider.

- **Will all businesses be responsible for sending such information to their particular 911 provider, beginning January 1, 2005?**

No. Only new business MLTS are required to comply under M.S. 403/15. Exceptions in subpart 5 for areas less than 40,000 SF on one floor or 7,000 SF on more than one floor.

- **Who will be responsible to inform the 911 service provider, the PBX owner, and/or the phone company regarding call back number and emergency response location changes? Will such information be sent daily?**

Generally the PBX owner is responsible in those instances where updates are needed. Frequency of updates needed will vary with the size of the facility and frequency of moves and changes.

- **If the multi-line/PBX phone system owner is different than the system operator, how and who will address telephone location and callback number changes?**

That will vary with the situation. Which one is responsible for the safety of the employees and visitors?

- **Does there need to be a 24-hour/7-day-a-week switchboard operator, attendant or other designated on-site individual available for systems used in shared residential facilities, schools, hotels, etc. where the system provides one automatic number identification and automatic location identification for each unit?**

No. See M.S. 403/15 Sub. 3

- **What are the alternative methods that multi-line phone system operators can employ to provide enhanced 911 support that will exempt them from call back number and automatic location identification requirements?**

An example would be a facility with a 24-hour security guard.

➤ **What are the guidelines for exemptions that may be granted by the PSAP? Are there any limits on the length of time for an exemption?**

PSAP exemptions would be based on the life-safety aspects of the particular facility. Greater than the 40,000 SF single-floor exemption size, but simply laid out so paramedics would not be hampered from quickly locating a distressed caller, etc.

➤ **How do I determine my PSAP?**

Your PSAP is the location at which 9-1-1 calls for your emergency response location are answered. In most cases, the PSAP is part of the public safety agency responsible for responding to emergencies in your jurisdiction. This is often the Sheriff's Department (outstate) or local law enforcement (metro areas).

➤ **Are there any new responsibilities for communicating with local or county law enforcement?**

If PS/ALI is needed, coordination with the PSAP is necessary to ensure that the PSPA operator can readily understand the info in the 911 database when 911 is called.

➤ **What penalties apply for non-compliance?**

The legislation does not enact specific penalties. Your legal counsel and risk management staff should assess the risks of non-compliance.

➤ **Where can I find more information about this law and PBX issues?**

<http://www.apcointl.org/about/pbx>

http://www.911.state.mn.us/PDF/911_PBX%20law.pdf