

2013 DRAFTING REQUEST

Bill

Received: 12/27/2012 Received By: mkunkel
Wanted: As time permits Same as LRB:
For: Legislative Council - JLC By/Representing: Chad Brown
May Contact: Drafter: mkunkel
Subject: Public Util. - telco Addl. Drafters:
Extra Copies: CMH

Submit via email: YES
Requester's email: larry.konopacki@legis.wisconsin.gov
Carbon copy (CC) to: chadwick.brown@legis.wisconsin.gov

Pre Topic:

No specific pre topic given

Topic:

Multiline telephone systems

Instructions:

See attached

Drafting History:

<u>Vers.</u>	<u>Drafted</u>	<u>Reviewed</u>	<u>Typed</u>	<u>Proofed</u>	<u>Submitted</u>	<u>Jacketed</u>	<u>Required</u>
/?	mkunkel 1/3/2013			_____			
/P1	mkunkel 1/8/2013	csicilia 1/4/2013	jmurphy 1/4/2013	_____	sbasford 1/4/2013		
/P2	mkunkel 1/21/2013	csicilia 1/9/2013	rschluet 1/9/2013	_____	sbasford 1/9/2013		

<u>Vers.</u>	<u>Drafted</u>	<u>Reviewed</u>	<u>Typed</u>	<u>Proofed</u>	<u>Submitted</u>	<u>Jacketed</u>	<u>Required</u>
/1		csicilia 1/21/2013	jmurphy 1/22/2013	_____	srose 1/22/2013	mbarman 3/19/2013	

FE Sent For:

none

<END>

(Handwritten circle around 'Jacketed' and 'mbarman 3/19/2013')

(Handwritten circle containing 'for Assembly per MDK' with an arrow pointing from the 'Jacketed' circle to it)

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1 gjs 1/21
13
Jm + Jb

FE Sent For:

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FE Sent For:

1/2 gs 1/9
1/3
36
END

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1?	mkunkel	PI jjs	1/4				
1/1			13				

FE Sent For:

dm
12/27
LC Conversion
Jm + RS
1/4/13
Jm
1/4/13 <END>

1 **AN ACT** to create 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) and 256.35 (13) of the
 2 statutes; **relating to:** 911 calls made from multiline telephone systems.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

JOINT LEGISLATIVE COUNCIL PREFATORY NOTE: This bill draft was prepared for the Joint Legislative Council's Special Committee on 911 Communications.

It creates a requirement that an owner or operator of a multiline telephone system design and maintain the system to provide location and callback information to a public safety answering point when a 911 call is made. This requirement applies to all systems put into service after the first day of the 7th month after the effective date of this draft. All systems must meet the requirement ^{approximately} 10 years after the effective date, with a number of exceptions listed below.

Shared residential multiline systems, whether newly put into service or existing, have until the first day of the ⁵ 13th month after the effective date of this draft to provide location and callback information to a public safety answering point when a 911 call is made.

25000 ✓ Some systems are not subject to the requirements imposed under this draft. These include multiline systems serving an area that is less than ~~7000~~ square feet and on one level, systems put in place for a limited period of time, key systems, and systems for which the owner or operator establishes an alternative method for providing location and callback number information that is approved by the chief officer of every public safety answering point serving the system.

This draft further imposes a requirement that every owner or operator of a multiline telephone system instruct each user of the system as to how to call for emergency assistance from a telephone in the system.

3 **SECTION 1.** 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) of the statutes are created to
 4 read:
 5 256.35 (1) (cg) "Callback number" means a number used by the public safety answering
 6 point to recontact the location from which a 911 call was placed.

1 (ee) "Emergency response location" means a location to which emergency response
2 personnel may be dispatched that is specific enough that emergency response personnel are
3 likely to quickly locate a caller who places a call to 911 from within that location.

4 (em) "Key system" means a multiline system that provides shared access by requiring
5 a user to directly select outgoing lines or incoming calls through the use of buttons, keys, or
6 other devices on the telephone.

7 (es) "Multiline system" means a system comprised of a common control unit or units,
8 telephone sets, control hardware and software, and adjunct systems used to support telephonic
9 services to multiple stations, including network and premises-based systems.

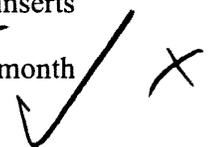
10 (hg) "Residential facility" includes single-family facilities, multi-family facilities, and
11 facilities that provide temporary residence, including health care facilities, extended care
12 facilities, dormitories, hotels, and motels.

13 (hr) "Shared residential multiline system" means a multiline telephone system serving
14 multiple residences in one or more residential facilities.

15 SECTION 2. 256.35 (13) of the statutes is created to read:

16 256.35 (13) MULTILINE SYSTEM 911 REQUIREMENTS. (a) *Duties*. Except as provided in
17 par. (b):

18 1. 'In general.' Every owner or operator of a multiline system, except for a shared
19 residential multiline system, shall design and maintain the system to provide to public safety
20 answering points a callback number and an emergency response location for any user of the
21 multiline system that places a call to 911. For a multiline system put into service before the
22 first day of the 7th month beginning after the effective date of this subdivision [LRB inserts
23 date], the duty under this subdivision does not apply until the first day of the ^{61st}~~1st~~ month
24 beginning after the effective date of this subdivision [LRB inserts date].





O-NOTE

9
yjs
CMH

PRELIMINARY DRAFT - NOT READY FOR INTRODUCTION

by Fri
1-4
PM

Gen Cat

1 AN ACT ...; relating to: 911 calls made from multiline telephone systems.

Analysis by the Legislative Reference Bureau

This bill is explained in the NOTES provided by the Joint Legislative Council in the bill.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

JOINT LEGISLATIVE COUNCIL PREFATORY NOTE: This bill was prepared for the Joint Legislative Council's Special Committee on 911 Communications.

It creates a requirement that an owner or operator of a multiline telephone system design and maintain the system to provide location and callback information to a public safety answering point when a 911 call is made. This requirement applies to all systems put into service after a deadline which is the first day of the 7th month after the effective date of this bill. All systems put into service before that deadline must meet the requirement approximately 5 years after the effective date, with a number of exceptions listed below.

Shared residential multiline systems, whether newly put into service or existing, have until the first day of the 13th month after the effective date of this bill to provide location and callback information to a public safety answering point when a 911 call is made.

Some systems are not subject to the requirements imposed under this bill. These include multiline systems serving an area that is less than 25,000 square feet and on one level, systems put in place for a limited period of time, key systems, and systems for which

the owner or operator establishes an alternative method for providing location and callback number information that is approved by the chief officer of every public safety answering point serving the system.

This bill further imposes a requirement that every owner or operator of a multiline telephone system instruct each user of the system as to how to call for emergency assistance from a telephone in the system.

1 **SECTION 1.** 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) of the statutes are
2 created to read:

3 256.35 (1) (cg) "Callback number" means a number used by a public safety
4 answering point to recontact the location from which a call to 911 was placed. ✓

5 (ee) "Emergency response location" means a location to which emergency
6 response personnel may be dispatched that is specific enough that emergency
7 response personnel are likely to quickly locate a caller who places a call to 911 from
8 within that location.

9 (em) "Key system" means a multiline system that provides shared access by
10 requiring a user to directly select outgoing lines or incoming calls through the use
11 of buttons, keys, or other devices on the telephone.

12 (es) "Multiline system" means a system comprised of a common control unit
13 or units, telephone sets, control hardware and software, and adjunct systems used
14 to support telephonic services to multiple stations, including network-based and
15 premises-based systems.

16 (hg) "Residential facility" includes single-family facilities, multi-family
17 facilities, and facilities that provide temporary residence, including health care
18 facilities, extended care facilities, dormitories, hotels, and motels.

19 (hr) "Shared residential multiline system" means a multiline system serving
20 multiple residences in one or more residential facilities.

21 **SECTION 2.** 256.35 (13) of the statutes is created to read: ^

1 256.35 (13) MULTILINE SYSTEM 911 REQUIREMENTS. (a) *Duties*. Except as provided
2 in par. (b):

3 1. 'In general.' Every owner or operator of a multiline system, except for a
4 shared residential multiline system, shall design and maintain the system to provide
5 to public safety answering points a callback number and an emergency response
6 location for any user of the multiline system that places a call to 911. For a multiline
7 system put into service before the first day of the 7th month beginning after the
8 effective date of this subdivision [LRB inserts date], the duty under this
9 subdivision does not apply until the first day of the 61st month beginning after the
10 effective date of this subdivision [LRB inserts date].

NOTE: Any multiline system put into service on or after the first day of the 7th month after the effective date must meet this requirement when put into service. Systems put into service before that date have approximately 5 years to meet this requirement.

11 2. 'Shared residential multiline systems.' Beginning on the first day of the 13th
12 month beginning after the effective date of this subdivision [LRB inserts date],
13 every owner or operator of a shared residential multiline system shall ensure that
14 a call to 911 from the system results in the transmission to a public safety answering
15 point of ~~automatic number identification and automatic location identification~~ *an address and telephone number*
16 that is distinctive to the residential unit from which the call to 911 was placed.

17 (b) *Exceptions*. Subdivision (a) does not apply to any of the following: *Paragraph*

18 1. A multiline system that serves *an area that is* on a single level in a single
19 building and that is less than 25,000 square feet. *only*

20 2. A multiline system put into service at a location for a period of time not
21 exceeding 90 days.

22 3. A multiline system that is a key system.

DRAFTER'S NOTE
FROM THE
LEGISLATIVE REFERENCE BUREAU

LRB-0920/P1dn
CMH&MDK:./:....
q cjs

— late —
INSERT 1A

Chad Brown:

Please review this preliminary draft to make sure it achieves your intent. In particular, note the following:

1. I revised the last 2 sentences of the 2nd paragraph of your prefatory note. If you disagree with my revisions, or want other changes, let me know. Also, you may want to revise the note following proposed s. 256.35 (13) (b) 3., as all of the exceptions (not just the key system exception) apply to both residential and nonresidential multiline systems.

2. In proposed s. 256.35 (1) (cg), I referred to "a" public safety answering point (PSAP), instead of "the" PSAP. Also, I referred to a "call to 911," which is consistent with other language in the draft, instead of a "911 call." I also referred to "a" PSAP in proposed s. 256.35 (13) (a) 2.

5 In proposed s. 256.35 (13) (b) 4., I referred to locations and numbers, instead of location and number.

6 With certain exceptions, proposed s. 256.35 (13) (a) 1. imposes a duty on the owner or operator of a multiline system to design and maintain the system to provide to PSAPs an "emergency response location," which is defined, in part, as a location that is specific enough that emergency response personnel are likely to quickly locate a caller. If an owner or operator does not rely on the exception under s. 256.35 (13) (b) 4. (which requires PSAP chief officers to approve methods for identifying emergency response location), then the owner or operator itself must make the judgment about whether its system provides a location that is specific enough to satisfy the definition.

Mark D. Kunkel
Senior Legislative Attorney
Phone: (608) 266-0131
E-mail: mark.kunkel@legis.wisconsin.gov

9 In proposed s. 256.35 (13) (b) 1., I added "only" in that serves only an area that

2013-2014 DRAFTING INSERT
FROM THE
LEGISLATIVE REFERENCE BUREAU

LRB-0920/P1ins
MDK:.....

1
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INSERT 1A:

3. I revised proposed s. 256.35 (13) (a) 2. to require transmission to a PSAP of an address and telephone number that is distinctive to the residential unit from which a call to 911 is placed. Your language required instead the transmission of automatic number identification and automatic location identification. However, those terms are defined as systems that do certain things, and it doesn't make sense to require the transmission of a system. If you have other ideas on how to revise the language, please let me know.

fix
comment

DRAFTER'S NOTE
FROM THE
LEGISLATIVE REFERENCE BUREAU

LRB-0920/P1dn
MDK:cjs:jm

January 4, 2013

Chad Brown:

Please review this preliminary draft to make sure it achieves your intent. In particular, note the following:

1. I revised the last 2 sentences of the 2nd paragraph of your prefatory note. If you disagree with my revisions, or want other changes, let me know. Also, you may want to revise the note following proposed s. 256.35 (13) (b) 3., as all of the exceptions (not just the key system exception) apply to both residential and nonresidential multiline systems.
2. In proposed s. 256.35 (1) (cg), I referred to "a" public safety answering point (PSAP), instead of "the" PSAP. Also, I referred to a "call to 911," which is consistent with other language in the draft, instead of a "911 call." I also referred to "a" PSAP in proposed s. 256.35 (13) (a) 2.
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4. In proposed s. 256.35 (13) (b) 1., I added "only" in "... that serves only an area that"
5. In proposed s. 256.35 (13) (b) 4., I referred to locations and numbers, instead of location and number.
6. With certain exceptions, proposed s. 256.35 (13) (a) 1. imposes a duty on the owner or operator of a multiline system to design and maintain the system to provide to PSAPs an "emergency response location," which is defined, in part, as a location that is specific enough that emergency response personnel are likely to quickly locate a caller. If an owner or operator does not rely on the exception under s. 256.35 (13) (b) 4. (which requires PSAP chief officers to approve methods for identifying emergency response locations), then the owner or operator itself must make the judgment about whether its system provides a location that is specific enough to satisfy the definition.

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Phone: (608) 266-0131
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State of Wisconsin
2013 - 2014 LEGISLATURE



LRB-0920/P1
MDK&CMH:cjs:jm

PRELIMINARY DRAFT - NOT READY FOR INTRODUCTION

1 AN ACT *to create* 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) and 256.35 (13) of
2 the statutes; **relating to:** 911 calls made from multiline telephone systems.

Analysis by the Legislative Reference Bureau

This bill is explained in the NOTES provided by the Joint Legislative Council in the bill.

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Shared residential multiline systems, whether newly put into service or existing, have until the first day of the 13th month after the effective date of this bill to provide location and callback information to a public safety answering point when a 911 call is made.

Some systems are not subject to the requirements imposed under this bill. These include multiline systems serving an area that is less than 25,000 square feet and on one

This bill

level, systems put in place for a limited period of time, key systems, and systems for which the owner or operator establishes an alternative method for providing location and callback number information that is approved by the chief officer of every public safety answering point serving the system.

This bill further imposes a requirement that every owner or operator of a multiline telephone system instruct each user of the system as to how to call for emergency assistance from a telephone in the system.

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6 response personnel may be dispatched that is specific enough that emergency
7 response personnel are likely to quickly locate a caller who places a call to 911 from
8 within that location.

9 (em) "Key system" means a multiline system that provides shared access by
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11 of buttons, keys, or other devices on the telephone.

12 (es) "Multiline system" means a system comprised of a common control unit or
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X
1 256.35 (13) MULTILINE SYSTEM 911 REQUIREMENTS. (a) *Duties*. Except as provided
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7 system put into service before the first day of the 7th month beginning after the
8 effective date of this subdivision [LRB inserts date], the duty under this
9 subdivision does not apply until the first day of the 61st month beginning after the
10 effective date of this subdivision [LRB inserts date].

NOTE: Any multiline system put into service on or after the first day of the 7th month after the effective date must meet this requirement when put into service. Systems put into service before that date have approximately 5 years to meet this requirement.

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1
stays

P 2

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By wed
1-9
pm

Gen Cat

Rm has
been
P 2

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7 system put into service before the first day of the 7th month beginning after the
8 effective date of this subdivision [LRB inserts date], the duty under this
9 subdivision does not apply until the first day of the 61st month beginning after the
10 effective date of this subdivision [LRB inserts date].

NOTE: Any multiline system put into service on or after the first day of the 7th month after the effective date must meet this requirement when put into service. Systems put into service before that date have approximately 5 years to meet this requirement.

11 2. 'Shared residential multiline systems.' Beginning on the first day of the 13th
12 month beginning after the effective date of this subdivision [LRB inserts date],
13 every owner or operator of a shared residential multiline system shall ensure that
14 a call to 911 from the system results in the transmission to a public safety answering
15 point of an address and telephone number that is distinctive to the residential unit
16 from which the call to 911 was placed.

17 (b) *Exceptions*. Paragraph (a) does not apply to any of the following:

18 1. A multiline system that serves only an area that is on a single level in a single
19 building and that is less than 25,000 square feet.

20 2. A multiline system put into service at a location for a period of time not
21 exceeding 90 days.

22 3. A multiline system that is a key system.

Kunkel, Mark

From: Konopacki, Larry
Sent: Thursday, January 17, 2013 3:04 PM
To: Kunkel, Mark
Cc: Brown, Chadwick
Subject: RE: 911 drafts

Mark, after looking through the drafts I only have a couple comments/questions:

- LRB 0919/P2 and the DN for that draft, the reference under proposed s. 16.9647 (2) (i) and in the last paragraph of the pref. note should be to the grants issued to PSAPs by OJA under LRB 0922. You might have a better way to word this, but the intent is for this section to be where the council gets the authority to tell the PSC at what rate to set the state 911 fee (subject to Gov. approval).

✓ LRB 0920/P2 looks good

- In LRB 0921/P2, page 6 lines 16-21, I didn't explain this very well. Please eliminate reference to a prior/subsequent order. If there is room under the cap (\$.40/.20 adjusted by CPI) they should be able to increase the fee regardless of whether it was ever previously reduced. I think that the only relevant provisions of this subdivision par. are that there is a cap, and what that cap is.

Also, since you made the changes related to the definition of "costs" to this bill and 0923, I think that we can remove section 18 from this bill. *so - "costs" has limited delegation only in (3f) - under (F) reference in (G) is okay is? - 0923*

- LRB 0922/P2 looks good

- In LRB 0923/P3, can you move the notes referencing the definitions of "911 service provider" and "communications provider" up to after the definition of "costs" where these terms are first used? Also, add "telecommunications" in the pref. note consistent with #1 of the DN on the P2. *"all tele. services"?*

With respect to the transitional provisions in the nonstat section, this is really looking good. A couple of things:
1. (2) (a) 5. and (b) should be revised to recognize that the contracting requirement in s. 256.35 (3f) (b) will probably entail multiple contracts with various entities that, together, will cover the whole state. So, maybe, use "state 911 service contracts" or something like that, and terminate duties under existing contracts "upon commencement of the provision of 911 telecommunications services under state 911 services contracts applicable to the county?"
2. We also need to modify the reimbursement for existing duties (section (2) (c)) to provide that the amount of reimbursement may not exceed the fees that the service provider would have collected under the charge levied by the county under s. 256.35 (3) (b). The key here is that reimbursements should not exceed the bill-and-keep amounts that they are currently getting per customer under current law.

- LRB 0924/P2 looks good

Thanks Mark!

Larry

p 3 line 7 "shall enter into contracts"?

add global language to provide piecemeal transition

and for PSC to make payment to transition period



State of Wisconsin
2013 - 2014 LEGISLATURE



LRB-0920/R20
MDK&CMH:cjs:rs
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O-NOTE

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PM has been
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PRELIMINARY DRAFT - NOT READY FOR INTRODUCTION

STV

to 4/9/11

1 AN ACT to create 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) and 256.35 (13) of
2 the statutes; relating to: ~~911~~ calls made from multiline telephone systems.

Analysis by the Legislative Reference Bureau

This bill is explained in the NOTES provided by the Joint Legislative Council in the bill.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

JOINT LEGISLATIVE COUNCIL PREFATORY NOTE: This bill was prepared for the Joint Legislative Council's Special Committee on 911 Communications.

This bill creates a requirement that an owner or operator of a multiline telephone system design and maintain the system to provide location and callback information to a public safety answering point when a ~~911~~ call is made. This requirement applies to all systems put into service after a deadline which is the first day of the 7th month after the effective date of this bill. All systems put into service before that deadline must meet the requirement approximately 5 years after the effective date, with a number of exceptions listed below.

Shared residential multiline systems, whether newly put into service or existing, have until the first day of the 13th month after the effective date of this bill to provide location and callback information to a public safety answering point when a ~~911~~ call is made.

Some systems are not subject to the requirements imposed under this bill. These include multiline systems serving an area that is less than 25,000 square feet and on one

to 4/9/11
to 4/9/11

level, systems put in place for a limited period of time, key systems, and systems for which the owner or operator establishes an alternative method for providing location and callback number information that is approved by the chief officer of every public safety answering point serving the system.

This bill further imposes a requirement that every owner or operator of a multiline telephone system instruct each user of the system as to how to call for emergency assistance from a telephone in the system.

1 **SECTION 1.** 256.35 (1) (cg), (ee), (em), (es), (hg) and (hr) of the statutes are
2 created to read:

3 256.35 (1) (cg) "Callback number" means a number used by a public safety
4 answering point to recontact the location from which a call to ~~911~~⁹¹¹ was placed.

5 (ee) "Emergency response location" means a location to which emergency
6 response personnel may be dispatched that is specific enough that emergency
7 response personnel are likely to quickly locate a caller who places a call to ~~911~~⁹¹¹ from
8 within that location.

9 (em) "Key system" means a multiline system that provides shared access by
10 requiring a user to directly select outgoing lines or incoming calls through the use
11 of buttons, keys, or other devices on the telephone.

12 (es) "Multiline system" means a system comprised of a common control unit or
13 units, telephone sets, control hardware and software, and adjunct systems used to
14 support telephonic services to multiple stations, including network-based and
15 premises-based systems.

16 (hg) "Residential facility" includes single-family facilities, multi-family
17 facilities, and facilities that provide temporary residence, including health care
18 facilities, extended care facilities, dormitories, hotels, and motels.

19 (hr) "Shared residential multiline system" means a multiline system serving
20 multiple residences in one or more residential facilities.

21 **SECTION 2.** 256.35 (13) of the statutes is created to read:

1 256.35 (13) MULTILINE SYSTEM 911 REQUIREMENTS. (a) *Duties.* Except as provided
2 in par. (b):

3 1. 'In general.' Every owner or operator of a multiline system, except for a
4 shared residential multiline system, shall design and maintain the system to provide
5 to a public safety answering point a callback number and an emergency response
6 location for any user of the multiline system that places a call to ~~911~~ ⁹¹¹. For a multiline
7 system put into service before the first day of the 7th month beginning after the
8 effective date of this subdivision [LRB inserts date], the duty under this
9 subdivision does not apply until the first day of the 61st month beginning after the
10 effective date of this subdivision [LRB inserts date].

NOTE: Any multiline system put into service on or after the first day of the 7th month after the effective date must meet this requirement when put into service. Systems put into service before that date have approximately 5 years to meet this requirement.

11 2. 'Shared residential multiline systems.' Beginning on the first day of the 13th
12 month beginning after the effective date of this subdivision [LRB inserts date],
13 every owner or operator of a shared residential multiline system shall ensure that
14 a call to ~~911~~ ⁹¹¹ from the system results in the transmission to a public safety answering
15 point of an address and telephone number that is distinctive to the residential unit
16 from which the call to ~~911~~ ⁹¹¹ was placed.

17 (b) *Exceptions.* Paragraph (a) does not apply to any of the following:

18 1. A multiline system that serves only an area that is on a single level in a single
19 building and that is less than 25,000 square feet.

20 2. A multiline system put into service at a location for a period of time not
21 exceeding 90 days.

22 3. A multiline system that is a key system.

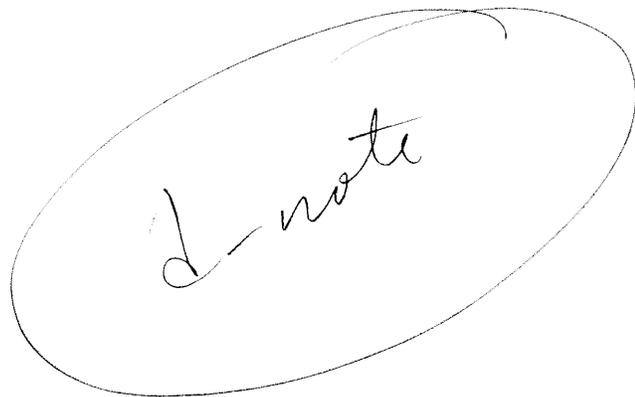
NOTE: The above exceptions apply to any multiline system described above, even a shared residential multiline system, and the exceptions apply regardless of when a system is put into service.

1 4. A multiline system that employs methods for identifying emergency
2 response locations and callback numbers that is approved by the chief officer of each
3 public safety answering point serving the multiline system.

4 (c) *Dialing instructions.* Every owner or operator of a multiline system shall
5 instruct each user of the multiline system as to how to call for emergency assistance
6 from the multiline system.

7

(END)



I note

**DRAFTER'S NOTE
FROM THE
LEGISLATIVE REFERENCE BUREAU**

LRB-0920/1dn

MDK:.....

cjs

date -

Larry Konopacki:

law

that

This version is identical to the previous version, except, for the sake of consistency with currently, this version refers to calls to "911," instead of referring to 911 without quotes. In the other drafts, I will use quotes when referring to calls to "911," but not when using 911 as a modifier, such as in statewide 911 telecommunications service.

Mark D. Kunkel
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**DRAFTER'S NOTE
FROM THE
LEGISLATIVE REFERENCE BUREAU**

LRB-0920/1dn
MDK:cjs:jm

January 21, 2013

Larry Konopacki:

This version is identical to the previous version, except that, for the sake of consistency with current law, this version refers to calls to "911," instead of referring to 911 without quotes. In the other drafts, I will use quotes when referring to calls to "911," but not when using 911 as a modifier, such as in statewide 911 telecommunications service.

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